Glossary of Avaya Media Processing Server Series Terminology (Software Release 2.1)

Avaya Business Communications Manager
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Preface

Scope

The *Glossary of Avaya Media Processing Server (Avaya MPS) Series Terminology* defines terms specific to the programming, operations, and documentation of the Avaya MPS Series system.

This document does not deal with terminology that applies to computer systems in general, unless those terms have a specific connotation in the Avaya MPS Series environment or contribute to the understanding of its terms.

This document provides only general overviews for any term or concept. For more detailed information and context, refer to the other Avaya MPS Series reference material.

Intended Audience

This manual is intended for all Avaya MPS Series users.
The *Glossary of Avaya MPS Series Terminology* assumes that readers have attended one or more onsite Avaya MPS Series training courses.

How to Use This Manual

Use the *Glossary of Avaya MPS Series Terminology* to quickly look up Avaya MPS Series terms. Follow cross references to related and contrasting terms, if necessary. Many definitions also refer to additional Avaya MPS Series documentation. Refer to these documents for more details on these terms.

Initially, you should read this manual at least once, from start to finish. Later, you can use the Table of Contents to locate topics of interest for reference and review.

If you are reading this document online, use the cross-reference links (shown in blue) to quickly locate related topics. <LEFT> click once with your mouse while positioned with your cursor over the cross-reference link. Click on any point in a Table of Contents entry to move to that topic. Click on the page number of any Index entry to access that topic page.

To familiarize yourself with various specialized textual references within the manual, see ***Conventions Used in This Manual*** on page 5.

Periphonics is part of Avaya. The name Periphonics, and variations thereof, appear in this manual only where it is referred to in a product. (For examples, a PeriProducer application, the `PERImps` package, the **`perirev`** command, etc.)

Organization of This Manual

The *Glossary of Avaya MPS Series Terminology* is in alphabetical order by term. Cross references to additional documentation and related and contrasting terms follow each definition.

Acronyms are also listed alphabetically. This manual includes the definition with the acronym; the entire term is a reference to the acronym.

Conventions Used in This Manual

This manual uses different fonts and symbols to differentiate between document elements and types of information. These conventions are summarized in the following table.

Conventions Used in This Manual Sheet 1 of 2

Notation	Description
Normal text	Normal text font is used for most of the document.
important term	The Italics font is used to introduce new terms, to highlight meaningful words or phrases, or to distinguish specific terms from nearby text.
`system command`	This font indicates a system command and/or its arguments. Such keywords are to be entered exactly as shown (i.e., users are not to fill in their own values).
`command`, **`condition`** and **`alarm`**	Command, Condition and Alarm references appear on the screen in magenta text and reference the *Command Reference Manual*, the *PeriProducer User's Guide*, or the *Alarm Reference Manual*, respectively. Refer to these documents for detailed information about **`Commands`**, **`Conditions`**, and **`Alarms`**.
`file name / directory`	This font is used for highlighting the names of disk directories, files, and extensions for file names. It is also used to show displays on text-based screens (e.g., to show the contents of a file.)
on-screen field	This font is used for field labels, on-screen menu buttons, and action buttons.
<KEY NAME>	A term that appears within angled brackets denotes a terminal keyboard key, a telephone keypad button, or a system mouse button.
Book Reference	This font indicates the names of other publications referenced within the document.
cross reference	A cross reference appears on the screen in blue text. Click on the cross reference to access the referenced location. A cross reference that refers to a section name accesses the first page of that section.
	The Note icon identifies notes, important facts, and other keys to understanding.

Conventions Used in This Manual Sheet 2 of 2

Notation	Description
	The Caution icon identifies procedures or events that require special attention. The icon indicates a warning that serious problems may arise if the stated instructions are improperly followed.
	The flying Window icon identifies procedures or events that apply to the Windows 2000 operating system only.[a]
	The Solaris icon identifies procedures or events that apply to the Solaris operating system only.[b]

a. Windows 2000 and the flying Window logo are either trademarks or registered trademarks of the Microsoft Corporation.
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Solaris and Windows 2000 Conventions

This manual depicts examples (command line syntax, configuration files, and screen shots) in Solaris format. In certain instances Windows 2000 specific commands, procedures, or screen shots are shown where required. The following table lists examples of general operating system conventions to keep in mind when using this manual with either the Solaris or Windows 2000 operating system.

	Solaris	Windows 2000
Environment	`$MPSHOME`	`%MPSHOME%`
Paths	`$MPSHOME/common/etc`	`%MPSHOME%\common\etc`
Command	**`<command> &`**	**`start /b <command>`**

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Glossary of Avaya Media Processing Server Series Terminology

Numerics

24-byte header

The host communications protocol format was used by Periphonics' earlier generation of equipment.

In this format, a header that is 24 bytes in length precedes the actual message data. The header consists of a message ID, phone line number, status and control fields, etc.

The Avaya Media Processing Server (Avaya MPS) supports this type of message exchange format for compatibility reasons and also for the fact that this format has been proven to be efficient and effective over time. Avaya can supply an application program that implements the Avaya MPS portion of this message exchange. Internally, the system converts the 24-byte header into a PACE structure. The application program then processes these **`PACE`** commands. The 24-byte header mode is typically utilized to maintain backward compatibility with Avaya's earlier generations of systems.

See also ***PACE***, ***host***.

1TR6

An Avaya MPS-supported digital interface where signaling is performed using a dedicated channel.

Also known as German ISDN.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

See also ***digital***, ***channel***, ***ISDN***.

A

ABCD-bit signaling

The data transmission technique used in most digital/T1 transmission links. One bit “robbed” from each of 24 channels in every 6th frame carries dialing and controlling information.

Contrast with ***out-of-band signaling***.

For additional information, see the *Avaya MPS Telephony Reference Manual*

See also ***digital***, ***channel***.

ACB

Application Control Block. An instance of an ACB is created every time an application registers, and is destroyed every time an application unregisters. ACB contains both an AEQ (Application Event Queue) and an ECT (Event Callback Table).

See also ***AEQ***, ***ECT***.

ACD

Automatic Call Distributor is a phone system that specializes in handling incoming calls. Its functions are,

- to answer calls
- search the database for instructions on where to send the call
- forward the call to a Voice Response Unit (VRU) that informs the caller about the processing
- and then route the call to the correct location.

See also ***VRU***.

Active Call

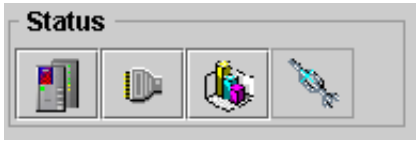
The state of a call that is not in a Hold, Null, or Queued state. A call that has an established connection.

Activity Monitor

Activity Monitor is the PeriView tool that:

- graphically represents PLM status for Avaya MPS systems and applications.
- monitors and graphically displays linked application activity.
- monitors and graphically displays host activity

Status toolbar:



Activity is depicted by a set of graphs updated in near real time. Select from four types of graphs: a pie graph, a stacked bar graph, a bar graph measuring activity by percent, and a bar graph measuring activity in absolute numbers.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***PeriView***, ***PeriView tools***, ***application***, ***PLM***, ***linked application***, ***host***.

Adaptive Differential PCM

See ***ADPCM***.

administrative application

An auxiliary Avaya MPS program that supports other applications in the system. It is also known as an administrative program. For instance, an administrative application program determines the action to be taken when a call processing application receives a high water mark or a low water mark during Caller Message Recording. You can also use administrative applications to parameterize various aspects of a system's operations based on the user requirements.

Generally, only administrative applications are assigned to administrative lines. They only need a call processing line if the particular application interacts with callers.

For information on configuring and assigning applications to lines, see the *Avaya MPS PeriView Reference Manual*.

Contrast with ***call processing application***.

See also ***main application***, ***application***, ***high water mark***, ***low water mark***, ***CMR***, ***assign***, ***administrative line***, ***call processing line***.

administrative line

A logical telephone line used only to run administrative applications. There is no physical phone line connection for an administrative line.

Contrast with ***call processing line***.

See also ***call processing***, ***administrative application***.

administrative program

See ***administrative application***.

ADPCM

Adaptive Differential Pulse Code Modulation. The encoding scheme used by analog Avaya MPS systems to compress the speech signal.

This format is based on hardware that is available from OKI Semiconductor. ADPCM uses a 4-bit voice data encoding scheme. This results in a data rate of 32K bits/second.

For additional information, see the *Avaya MPS PeriStudio User s Guide*.

Contrast with ***a-law***, ***u-law***.

See also ***analog***, ***PCM***.

ADSI

Analog Display Services Interface. The Bellcore standard protocol for use with screen telephones.

You can use PeriMap to create ADSI-compatible displays.

See also ***PeriMap***.

AEQ

Application Event Queue. This is used by an application to receive events from the MX subsystem. As an event occurs, it is placed on the end of the (MX application's) AEQ until the application is ready to process the event. The application receives service events by removing them from the front of the AEQ.

See also ***MX***.

AID keys

Attention Identifier keys. Special keystrokes that are interpreted by the host computer, such as Program Function and Program Attention.

The set of valid AID keys varies depending on the particular protocol. In some cases, the use of these keys is equivalent to commands that send screen maps or text streams. AID keys are usually issued by applications.

See also ***host***, ***application***.

ALARM

The text-based utility used to display the alarms that are broadcast by ALARMD.

ALARM is a non-interactive application that simply displays the alarm message text received from ALARMD running on the Avaya MPS with which ALARM is currently associated. This translation facility uses the alarm database to convert system and user-created messages to the proper format for displaying and logging.

For additional information about ALARM, see the *Avaya MPS System Reference Manual*.

Contrast with ***Alarm Viewer***.

See also ***ALARMD***.

ALARMD

The alarm daemon. ALARMD is the software process responsible for collecting alarm messages, writing them to the alarm log, and forwarding alarms to the Avaya MPS alarm viewers.

The alarm log (`alarm.log`) and its backup file (`alarm.log.bak`) are located in the directory `$MPSHOME/mpsN/log`.

The Alarm Viewer and/or ALARM process displays the alarm information gathered by ALARMD.

For additional information about ALARMD, see the *Avaya MPS System Reference Manual*.

See also ***ALARM***, ***Alarm Viewer***.

Alarm Monitor Panel

See ***AMP-2000***.

Alarm Viewer

The Alarm Viewer tool is used to log alarms and view live and logged alarms.

The filtering mechanism will allow you to selectively display alarms in the Viewer. The logging facility will allow you to create user-defined historical alarm log files. You can also apply filters to control the actual alarms that display in the viewer windows.

It is also known as the Viewer.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

Contrast with ***ALARM***.

See also ***PeriView***, ***PeriView tools***.

a-law

The data compression scheme used by Avaya MPS systems with an E1/CEPT interface.

A-law is the CCITT standard for 8-bit PCM digital signals used in countries other than the U.S., Canada, and Japan. This format offers superior fidelity and dynamic range. When processed, the 8-bit signal is expanded to 13 bits. The supported transmission rate is 64K bits/second.

For additional information, see the *Avaya MPS PeriStudio User s Guide*.

Contrast with ***ADPCM***, ***u-law***.

See also ***digital***.

ALI

Analog Line Interface. A phone line interface to the system for upto 24 analog phone lines. It connects to the PSTN via an RJ48X connector on the front panel. Up to four ALIs can be installed in a TMS, although three is typical since one of the four TMS slots is usually occupied by an MDM. ALIs cannot be combined with a DCC in the same TMS.

See also ***DCC***, ***PSTN***, ***TMS***.

Alphanumeric IWR

Alphanumeric Isolated Word Recognition. The Avaya MPS shared resource that allows applications to recognize a vocabulary made up of digits from zero to nine, letters, and specific command words including "stop" and "clear." Alphanumeric IWR serve applications in which numbers, letters, and certain words need to be recognized over the telephone or where touch-tone service is not available.

For an application that uses Alphanumeric IWR to achieve a high recognition accuracy rate, the recognizer must use a database of alphanumeric entries to match against the spoken input string. You can manipulate these databases from the command line or through shell scripts.

Also known as IWR_AN.

For information about configuring Alphanumeric IWR, see the *Avaya MPS System Reference Manual.* For information about coding applications that use Alphanumeric IWR, see the *Avaya MPS Application Programming Reference Manual*.

See also ***shared resources***.

alternate key

A method of accessing data in a database without using the primary key. Alternate keys provide alternate views (and retrieval/update sequences) of the records in the file. Accessing data using an alternate key is similar to accessing a normal keyed record (that is, the alternate key is used and the base file record matching the alternate key is returned), unless records having non-unique alternate keys are involved.

Indexed files support alternate key access.

Contrast with ***primary key***.

See also ***database***, ***key***, ***indexed***.

AMP-2000

Alarm Monitor Panel 2000 is a hardware component that provides physical environment indicators and audio device connection functions. The AMP-2000 resides physically outside of the TMS on the Avaya MPS front panel. It has several status LEDs that monitor the status of the system for major and minor alarm conditions, airflow, power, temperature, etc.

For additional information about the AMP-2000, see the *Avaya MPS System Reference Manual* and the *Avaya MPS PeriStudio User s Guide*.

See also ***Avaya MPS***, ***TMS***.

analog

A telephone interface that supports a continuously variable signal. That is, the signal is a wave similar to the sound that originally generated it.

The Avaya MPS supports several analog interfaces, including:
- loop start
- ground start
- DID

Contrast with ***digital***.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

Analog Display Services Interface

See ***ADSI***.

Analog Line Interface

See ***ALI***.

ANI

Automatic Number Identification. Information obtained by an application through an indial string, giving the protocol the telephone number of the party originating the call.

Contrast with ***DNIS***.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

API

Application Program Interface is a set of formalized software calls and routines with which a program can access underlying network services. It provides a standard way of connecting an Avaya MPS-specific software application to more general purpose or commercial applications.

For additional information, see *Avaya MPS SNMP Package User s Guide.*

application

An Avaya MPS program and its associated object code, data, and MultiMedia files (MMF). An application is dedicated to voice processing functionality.

Use PeriProducer to write, generate, and test applications.

Use APPMAN to configure, assign, and start applications.

You can configure applications as main or linked.

For additional information about PeriProducer, see the *Avaya MPS PeriProducer User s Guide*.

For additional information about APPMAN, see the *Avaya MPS PeriView Reference Manual*.

See also ***APPMAN***, ***assign***, ***generate***, ***MMF***, ***PeriProducer***, ***main application***, ***linked application***.

Application Control Block

See ***ACB***.

Application Event Queue

See ***AEQ***.

Application Manager

See ***APPMAN***.

Application Program Interface

See ***API***.

application statistics

Application-specific data generated during an application's execution cycle.

Application statistics must be defined within each application and identified as a stat event to the Avaya MPS Statistics Update Daemon (VSUPD).

You can create, maintain, and view application statistics with PeriReporter.

For information about defining statistics in an application, see the *Avaya MPS PeriProducer User s Guide*. For information about PeriReporter, see the *Avaya MPS PeriReporter User s Guide*.

Contrast with ***system statistics***.

See also ***application***, ***PeriReporter***, ***Avaya MPS***.

application type

The functional level of an Avaya MPS program (that is, main or linked).

Use the APPMAN Configure Applications tool to configure applications as linked or main.

Contrast with ***execution type***.

See also ***application***, ***APPMAN***, ***linked application***, ***main application***.

Application Services Environment

See ***ASE***.

APPMAN

APPMAN is the PeriView tool used to:

- assign applications to phone lines (Assign/(Re)Start Lines tool)
- start applications (Assign/(Re)start Lines tool)
- terminate applications (Terminate/Un-Assign Lines tool)
- unassign applications from phone lines (Terminate/Un-Assign Lines tool)
- configure an application's run-time environment (Configure Applications tool)
- display application and Avaya MPS status information (Status tool)
- control the default application assign/start order (Line Start Order During Reboot tool)
- delete unnecessary application and shared library files (File Maintenance tool)

See also ***PeriView***, ***PeriView tools***, ***application***, ***assign***, ***start***, ***terminate***, ***unassign***.

ASE

Application Services Environment. The group of software required to develop and execute applications. ASE is made up of the independently running processes VENGINE, VMST, and VSUPD.

For additional information about ASE, see the *Avaya MPS System Reference Manual*.

See also ***VENGINE***, ***VMST***.

ASR

Automatic Speech Recognition. Automatic Speech Recognition. It refers to software tools/programs that are used to "recognize" spoken words.

ASR requires a VRP board. Access the ASR feature through the PeriProducer Resource block.

See also ***PeriProducer***, ***shared resources***, ***VRP***.

assign

To associate an application with a phone line. The assign process copies an application's executable (`*.vex`), configuration (`*.acfg`), and shared library (`*.so`) files to the appropriate location. Use the APPMAN Assign/(Re)Start Lines tool to assign applications to lines.

For information about APPMAN, see the *Avaya MPS PeriView Reference Manual.*

Contrast with ***unassign***.

See also ***application***, ***APPMAN***.

async

See ***asynchronous protocol***.

asynchronous host

An external computer system that uses an asynchronous protocol.

See also ***asynchronous protocol***, ***host***.

asynchronous message delimiters

Start-of-line and end-of-line characters used on an asynchronous communications line.

A start-of-line character is optional, but an end-of-line character is required. Typically, the defaults of "**`{`**" for **`sol`** and "**`}`**" for **`eol`** are overridden with a **`sol`** specification of **`0`** and a **`eol`** specification of carriage return (hex 0D) or line feed (hex 15). For screen mode, **`sol`** = **`eol`** = **`0`**.

See also ***asynchronous protocol***, ***screen mode***.

asynchronous protocol

Data transmission guidelines that do not rely on timing mechanisms. Message delimiters signal the start and end of each line.

The Avaya MPS supports asynchronous protocols including PACE, 24-byte header, and rawtty.

Contrast with ***synchronous protocol***.

See also ***PACE***, ***24-byte header***, ***rawtty***, ***asynchronous message delimiters***.

Asynchronous Telnet Terminal Emulation

See ***ATTE***.

ATM

Asynchronous Transfer mode that can carry voice, video, and data, can also be used as the basis for LANs and WANs.

ATTE

Asynchronous Telnet Terminal Emulation. The communications program used to manage Telnet sessions and perform VT100 emulations. Telnet refers to the standard UNIX Telnet process. It provides a TCP/IP connection to remote host systems that follow the Telnet protocol.

ATTE is present only if the Avaya MPS is configured to communicate with an ATTE host.

Up to 64 concurrent Telnet sessions are possible per ATTE process. However, this is dependent on available UNIX system resources, CPU, memory and the amount of swap space over and above application requirements.

For additional information about ATTE, see the *Avaya MPS System Reference Manual.*

See also ***VT100***, ***Telnet***, MPS command man page **`atte intro`**.

Attention Identifier keys

See ***AID keys***.

attribute byte

A data character that precedes each field definition on a formatted screen (map).

Attribute bytes designate the field as:
- protected - applications can not modify the field
- unprotected - applications can modify the field
- askip - the cursor skips over the field
- num - numeric, right justified and zero filled

Use PeriMap to create maps and set the attribute byte.

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***PeriMap***, ***screen mode***.

Automatic Call Distributor

See ***ACD***.

Automatic Number Identification

See ***ANI***.

Automatic Speech Recognition

See ***ASR***.

Avaya MPS

Avaya Media Processing Server. The hardware and software needed to create a call processing environment. The Avaya MPS Series is made up of a series of MPSs running on different nodes. The Avaya MPS component consists of Avaya MPS software (including ASE and VOS) and a TMS. One TMS is required for each Avaya MPS component defined on a node.

See also ***Avaya MPS 1000***, ***TMS***.

Avaya MPS 1000

Avaya Media Processing Server (Avaya MPS) 1000. A cabinet-enclosed Avaya MPS Series network configuration, available on both the Windows2000 and Solaris platforms. The Avaya MPS 1000 contains four TMSs per chassis and up to four chassis per cabinet. It can support 10,000 ports with the ability to bridge between any two, regardless of the chassis the ports are in with respect to each other. The Avaya MPS 1000 consists of a Solaris or Windows 2000 host node running operating system and Avaya MPS software, and one or more TMSs responsible for the bulk of telephony processing.

See also ***TMS***.

See also ***Avaya MPS***, ***ASE***, ***VOS***, ***VENGINE***.

B

Basic Map Support See ***BMS***.

baud rate The communication link's rate of data exchange expressed in bits per second.

Avaya MPS comm. boards support baud rates from 300 to 19,200. BSC 3270 supports baud rates up to 9,600. SNA 3270 supports baud rates up to 64,000.

Use **`host# parameter`** to specify the baud rate for comm. boards.

See also ***comm. board***, ***BSC 3270***, ***SNA 3270***.

Bayonet Neill Concelman See ***BNC***.

Bayonet Nut Connector See ***BNC***.

Bisynchronous Communication See ***BSC 3270***.

blind referral A method of call transfer that dials out to the referral party and assumes the call has been answered.

Contrast with ***supervised referral***.

BMS **Basic Map Support**. A method of identifying IBM 3270 type screen fields in the transmission of host interaction commands from an application.

PeriProducer supports creating BMS maps (using PeriMap) and integrating formatted screen interaction into application programs.

For information on creating and using BMS maps, see the *Avaya MPS PeriProducer User s Guide*.

See also ***host***, ***PeriMap***, ***screen mode***, ***application***.

BNC **British Naval Connector**, aka Bayonet Nut Connector, aka Bayonet Neill Concelman. Used to connect a computer to a coaxial cable in a 10BASE-T Ethernet network.

bridge

See ***referral***.

British Naval Connector

See ***BNC***.

BSC 3270

Communications software that emulates an IBM 3274 cluster controller supporting the **Bisynchronous Communications** protocol.

The terminals attached to an Avaya MPS BSC 3270 controller have the same capabilities as terminals attached to an IBM 3274 controller. All 3270-based application subsystems can be interfaced through the MPS BSC 3270 controller. This includes IBM 3270 host-based subsystems, such as IMS, CICS, and TSO, as well as 3270 subsystems running in other non-IBM processors that support attachment of BSC 3270 controllers.

An Avaya MPS/BSC 3270 system emulates an IBM 3270 by implementing a data link handler, a BSC Physical Unit (PU), and one or more line unit keyboard/display devices (LUs).

Burroughs Poll/Select

See ***Unisys Burroughs Multipoint protocol***.

C

C7

Signaling protocol used inside telephone network switches.

See also ***CCSS 1000/2000***.

call conferencing

The Avaya MPS shared resource that allows up to six callers to be connected (bridged) simultaneously. Call conferencing requires the CDP 2000 equipped with an MSP-10 module (in a CDP slot) for each six caller party.

For additional information, see the *Avaya MPS System Reference Manual*.

See ***module***, ***shared resources***.

Call Control Manager

See ***CCM***.

call function

A self-contained system function that can be accessed by applications. Call functions can perform tasks that can not be readily accomplished by the functions in PeriProducer blocks.

Examples include:

- convert-from-binary - converts a byte string from binary into ASCII format
- to-upper - converts the letters in a string, or portion of a string, into upper case
- format-string - takes a sequence of strings and combines them according to specified variables

Access call functions through the System block's Call an External Function option.

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***application***, ***PeriProducer***.

Caller Message Recording

See ***CMR***.

call processing

The automated management of telephone input and output.

See also ***call processing line***, ***call processing application***.

call processing application

A main Avaya MPS program that automates the management of telephone input and output. For example, use a call processing application to answer a call, check the caller's account number, and speak back the caller's current balance.

To perform call processing, you must assign call processing applications to call processing lines.

For information about configuring applications and assigning applications to lines, see the *Avaya MPS PeriView Reference Manual*.

Contrast with ***administrative application***.

See also ***main application***, ***call processing***, ***assign***, ***call processing line***.

call processing line

A physical telephone line capable of processing calls. A call processing line is connected to a phone port on the line card.

Use call processing phone lines to run call processing applications.

Contrast with ***administrative line***.

See also ***call processing***, ***call processing application***, ***line card***.

Call Progress Detection

See ***CPD***.

Call Sponsor Server

See ***CSS***.

Card Loader Process

See ***CLP***.

CCM

Call Control Manager. A multi-threaded process that resides in the VOS sub-component of the Avaya MPS component and which can be configured based upon the degree of fault isolation a user desires. The ratio of CCM processes to the number of phone lines is configurable, but there is only one multi-threaded CCM process to support all administrative applications that require VOS services.

See also ***Avaya MPS***, ***VOS***.

CCSS 1000/2000

Common Channel Signaling Server. It is Avaya software and hardware that supports SS7 and C7 messaging.

The CCSS 1000/2000 uses a client/server architectural model where the CCSS 1000/2000 is a dedicated SPARC processor (server) accessed by the Avaya MPS systems (clients) for call control functions. The CCSS 1000/2000 interface to the clients is TCP/IP over Ethernet. The CCSS 1000/2000 is housed within the standard Avaya equipment chassis that is mounted in a standard Avaya cabinet.

See also ***SS7***, ***C7***, ***SPARC***, ***TCP/IP***.

CEPT

Conference of European Postal and Telecommunications organizations. The CEPT standard refers to the Pulse Code Modulation (PCM) interface protocols that are used in Europe.

Also known as E1.

For additional information, see the *Avaya MPS Telephony Reference Manual.*

See also ***digital***, ***PCM***.

channel

A physical communication path. Digital telephone interfaces typically refer to phone lines as channels.

Channel Service Unit

See ***CSU***.

clocking

Refers to the timing in both transmitting and receiving messages for synchronous host communication protocols.

See also ***synchronous protocol***, ***host***.

CLP

Card Loader Process. The VOS software that performs the image loading of the TMS phone line and resource cards. These are the initial program loading functions for the TMS.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***VOS***, ***resource card***, ***line card***.

CMP-1026

See ***comm. board***.

CMR

Caller Message Recording. A facility that allows applications to capture and store spoken information from a caller. The CMR facility records the caller's speech in a MultiMedia file (MMF). CMR is useful for gathering information from callers such as names and addresses, which would otherwise be difficult to acquire using touchtone input or a type of speech recognition.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

See also ***MMF***.

CMR token

See ***MS token***.

COMMGR

The VOS process that enables application programs to communicate with external host computers using a variety of protocols.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***VOS***, ***host***, ***application***, ***process***, command man page **`commgr intro`**.

comm. board

Communications Processor Circuit Board. The comm. board is the interface to many different types of external host computers. Both asynchronous and synchronous communication protocols execute on the comm. board.

Also known as CMP-1026.

See also ***comm. processor***, ***synchronous protocol***, ***asynchronous protocol***, ***host***.

Common Channel Signaling Server

See ***CCSS 1000/2000***.

comm. processor

Communications Processor. The comm. processor is the hardware that provides the logic necessary for communication with a host computer.

Each comm. processor is implemented on a single comm. board.

During system initialization, each comm. processor is loaded with the appropriate software image that implements the desired communications protocol. All commands and configuration parameters specific to the protocols are passed directly to the comm. processor.

See ***comm. board***. ***image file***.

communications manager

See ***COMMGR***.

communications processor

See ***comm. processor***.

compile

See ***generate***.

component

Components reside on nodes and provide specific functionality to the network. Currently, Avaya MPS components include Open Signal Computing and Analysis Resource (OSCAR), Message Transfer Server (MTS), and Common Channel Signaling Server (CCSS 1000/2000 or C7).

- An MPS component enables phone lines to interact with applications to process calls.
- An OSCAR component provides external resource services such as speech recognition and speech synthesis or Text-To-Speech (TTS). It functions in conjunction with an MPS component, which provides telephony services for call processing.
- An MTS 2000 server provides a platform for centralized voice message storage and retrieval across a network of MPS systems.
- A CCSS 1000/2000, or C7, component enables the MPS to connect with a Signaling System 7 (SS7) network.

Components are controlled by Startup and Recovery Process (SRP).Only Avaya MPS and OSCAR components are supported in PeriView's latest release 6.0. To see a component in the PeriView Launcher, APPMAN and Activity monitor, expand a tree object by component with the Component Tree Control.

All components configured for the Avaya MPS network should be defined in the `$MPSHOME/common/etc/vpshosts` file.

For additional information, see the *Avaya MPS PeriView Reference Manual.*

See also ***SRP***, ***OSCAR***, ***CCSS 1000/2000***, ***MTS 2000***, ***TTS***, ***SS7***.

Computerized Telephony Applications Platform

See ***C-TAP***.

Computer Telephony Integration

See ***CTI***.

concatenation

Refers to joining end to end.

Applications dynamically concatenate independently recorded vocabulary elements to produce natural sounding voice output. For example, the Avaya MPS may speak four discrete elements for the number 1205 ("one thousand" "two hundred" "and" "five").

See also ***application***, ***vocabulary element***.

conditions

See ***status/exception conditions***.

conferencing

See ***call conferencing***.

connected

The normal online operational state of a host computer. In the connected state, the Avaya MPS and the host can exchange data.

Contrast with ***disconnected***.

See also ***host***.

Conference of European Postal and Telecommunications

See ***CEPT***.

CONOUT

Console Output Process. The VOS process that is responsible for providing output to the system console. CONOUT receives display data from the VOS processes and routes it to the system console.

See also ***VOS***, ***process***.

CONSOLED

Console Daemon takes messages that would normally appear on the system console and displays them in the Alarm Viewer. These messages include:

- application output (for example, PeriProducer System block display statements)
- system messages

System messages can be generated by the Avaya MPS or the operating system.

See also ***Alarm Viewer***, ***application***, ***PeriProducer***.

See ***ASR***..

conversational

A method of speaking numeric data where each number is spoken as a cardinal number.

For example, the string 1234 is spoken “one-thousand-two-hundred-thirty-four.” That is, the string of digits is combined into a single number. All non-digit characters are ignored.

Contrast with ***non-conversational***.

See also ***percent***.

CPD

Call Progress Detection. An optional Avaya MPS shared resource that monitors a phone line for activity tones, such as ring, busy, dial, etc., that indicate the particular state of that line.

Applications may also use CPD functions during call referral and other activities that require line state identification during a call.

To use CPD, at least one optional hardware module must be installed in the system. The type of module to use depends on whether the system is analog (MPS 7XXX) or digital (MPS 9XXX). For analog systems, the module fits in a dedicated board slot on the VPLC-2000. For digital systems the module is installed as a separate DSP board.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

See also ***referral***, ***shared resources***, ***DSP***, ***application***, ***VPLC***, ***analog***, ***digital***, ***module***.

CPS

The **Call Processing Subsystem** is the physical interface to the telephone network. It includes the telephone line/resource cards, and associated hardware consisting of intelligent speech, telephone, and data communications components.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***TMS***, ***VOS***, ***process***.

CSU

Channel Service Unit. The physical connection for a digital interface. The CSU provides network isolation and loopback testing functions.

CSS

Call Sponsor Server.

C-TAP

Computerized Telephony Applications Platform. Hardware and software that provides an open and integrated environment for enhanced call processing, call/data delivery and other call center-related applications in client/server installations.

Integration of the C-TAP system into an existing data and telecommunication environment is enhanced by the availability of a wide selection of telephony and host computer connectivity and multiple LAN interfaces. The C-TAP system also integrates seamlessly with the Avaya MPS to provide enhanced call/data delivery capabilities for calls transferred from the IVR system.

See also ***application***, ***host***.

CTI

Computer Telephony Integration which is used to integrate call handling and information processing activities.

D

database

Refers to data structured in an organized fashion, generally in tables. Database files organize the information to facilitate direct and/or sequential access. Database files can be hashed or indexed.

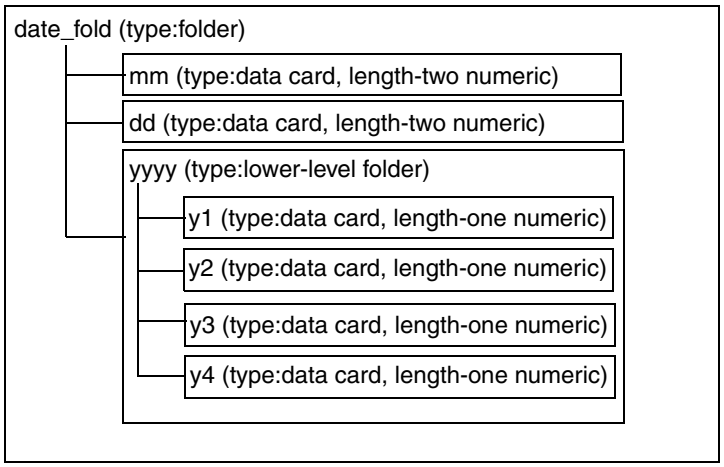
See also ***sequential access***, ***direct access***, ***hashed***, ***indexed***.

data card

A PeriProducer variable that is the logical storage location for numbers, characters, or other data.

PeriProducer uses a filing cabinet analogy for variable data; data cards are grouped in folders.

You can also define a data card as a sub-folder. This lower-level folder can, in turn, hold additional data cards.

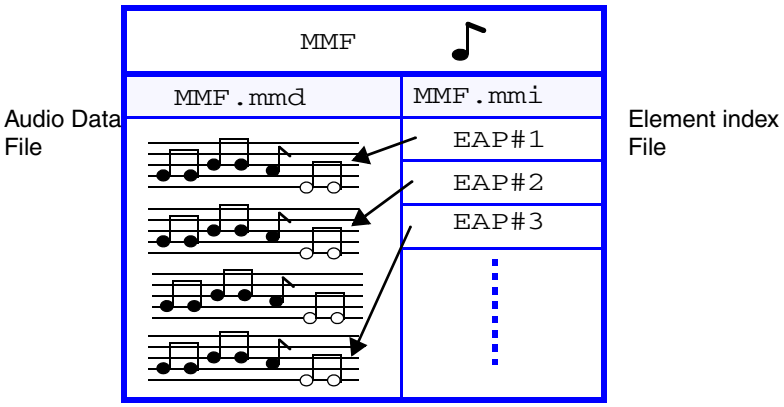

date_fold (type:folder)
mm (type:data card, length-two numeric)
dd (type:data card, length-two numeric)
yyyy (type:lower-level folder)
y1 (type:data card, length-one numeric)
y2 (type:data card, length-one numeric)
y3 (type:data card, length-one numeric)
y4 (type:data card, length-one numeric)

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***PeriProducer***, ***folder***.

data file

The component file of an MMF that contains vocabulary element data. Where MMFs are used as vocabulary or CMR files, this is audio data. Other types of elements that may be stored in an MMF include fax and TDD data. MMF data files have `.mmd` extensions.



Contrast with ***index file***.

See also ***MMF***, ***vocabulary element***, ***CMR***, ***TDD***.

DBAP

Disk-Based Audio Playback. Audio played from a SCSI disc.

See ***paging***.

DCC

Digital Communications Controller is an embedded systems board that has a Motorola processor. It resides as a daughter card on the TMS mother board, which has ethernet connection for control and communication.

The DCC 3000 board resides on the MPS node (one DCC per TMS). The maximum number of channels supported by each DCC board is 240 full-duplex, for recognition (LVR) and synthesis (TTS), irrespective of the type of the system (T1 or E1).

The connections to the DCC 3000 board from OSCAR node are dynamic. These connections are made only when the application allocates an OSCAR channel. A maximum of 32 OSCAR nodes can be connected to a DCC 3000 board. For additional information about the DCC 3000 with respect to OSCAR resource processing, refer the *Avaya Media Processing Server (MPS) Series OSCAR 6.0.1 Reference Guide.*

For information about the configuration required to establish connectivity between the OSCAR Windows 2000 node and the DCC 3000 card on the MPS node, refer the *Avaya Media Processing Server (MPS) Series OSCAR 6.0.1 Installation Guide and Release Notes.*

See also ***ALI***, ***E1***, ***T1***, ***PSTN***, ***TMS***.

default snapshot

See ***snapshot***.

delimited loading

A method of loading vocabulary element names into the hash tables that saves system memory. Only the first part of their labels up to a special delimiter character, the semicolon (;), are included. When creating the elements (for example, with PeriStudio) be sure to include the delimiter in the element names that you wish to have truncated.

Element names must be unique after they are truncated, or SMP only accesses the first element with a duplicated name. To avoid this, assign names that are unique within the first few characters.

Only use this method when system memory is very limited or element names take up a significant amount of system memory.

For additional information, see the *Avaya MPS System Reference Manual.*

Contrast with ***partial loading***.

See also ***vocabulary element***, ***hash table***, ***PeriStudio***, ***SMP***.

delimiter See ***asynchronous message delimiters***.

Diagnostics, Logging and Tracing (Daemon) See ***DLT***.

Dialed Number Identification Service See ***DNIS***.

digital

A telephone interface that supports information represented by binary code. The original signal is translated into a numeric representation. In the United States, a digital interface is known as T1; in Europe, it is known as E1 or CEPT.

The fundamental difference between T1 and E1 standards are the bit rate and voice data compression schemes (T1 uses u-law, while E1 uses A-law). Many countries have developed their own unique digital telephone protocols within T1 or E1 standards. Occasionally, a single country (such as the U.S.) uses multiple implementations of the T1 specification.

On the Avaya MPS, the physical connection for the digital phone line interface is made by the channel service unit (CSU). Each digital interface supports either 24 or 48 individual T1 telephone lines, or 30 or 60 E1 telephone lines.

The Avaya MPS supports several digital protocols:
- wink start
- channel bank
- ISDN
- common channel signaling

Contrast with ***analog***.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

See also ***CSU***, ***ISDN***, ***a-law***, ***u-law***, ***Wink Start***, ***SS7***.

Digital Communications Controller

See ***DCC***.

Digital Private Network Signaling System

See ***DPNSS***.

Digital Signal Processor

See ***DSP***.

direct access

Refers to the ability to retrieve particular data from a database based on the index or some other locating algorithm.

Contrast with ***sequential access***.

See also ***database***, ***index***.

Direct Memory Access

See ***DMA***.

disconnected

The absence of host communications.

Contrast with ***connected***.

See also ***host***.

Disk-Based Audio Playback

See ***DBAP***.

disk paging

See ***paging***.

DLT

Diagnostics, Logging and Tracing (Daemon). Provides diagnostic, logging and tracing capabilities for the TMS.

See also ***TMS***.

DMA

Direct Memory Access. Data transfer that bypasses the system's CPU.

You can enable or disable DMA for host data transmission.

See also ***host***, command man page **`commgr param`**.

DNIS

Dialed Number Identification Service. A service that provides a mechanism to have many telephone numbers serviced by one or more T1 spans. When used, information is obtained by an application through an indial string, giving the protocol the telephone number of the party receiving the call.

Contrast with ***ANI***.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

domain

User-defined clusters or a group of Avaya MPS that have a logical relationship.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***group***, ***Avaya MPS***.

DPNSS

Digital Private Network Signaling System. A set of standards and protocols used in the United Kingdom to allow a single phone line to support multiple transmissions at the same time. Signaling is performed using a dedicated channel.

For information about coding applications for DPNSS, see the *MPS Application Programming Reference Manual*.

See also ***out-of-band signaling***.

DSP

Digital Signal Processor. A computer chip designed to operate on digitized wave forms. Avaya digital systems use one or more DSPs.

See also ***digital***, ***VRP***.

DTMF

Dual Tone Multi-Frequency. The audible signals generated by pushing a button on a telephone keypad. The signal is actually made up of two tones.

Also known as touchtone.

For additional information, see the *Avaya MPS System Reference Manual*.

DTMF cut-through

See ***key-ahead***.

dual-line referral

A method of connecting a caller to a third party using two phone lines. Dual-line referral is generally used only on digital systems.

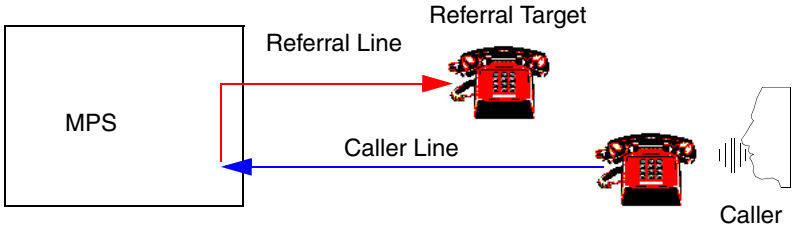
In a dual-line referral:

1. A caller dials into the MPS.

2. The MPS out dials to the referral target on a separate line. The MPS establishes a bridge between the caller and the referral target. In other words, the caller is connected to the referral target *through* the MPS.

3. The MPS maintains the bridge (connection) between the caller and the referral target until the call is finished.

Dual-line Referral



For additional information, see the *Avaya MPS System Reference Manual*.

See also ***digital***.

Dual Tone Multi Frequency

See ***DTMF***.

DVM-2

See ***module***.

DVM-4

See ***module***.

dynamic referral

A dual-line referral method available on a digital MPS.

When the caller line needs to make a referral, the system looks through a list of pre-allocated referral lines (hunt group) for the first free (non-busy) line and uses that line to make the referral.

This setup provides complete control over the hunt group. You can assign lines in ascending or descending order. You can specify which lines should never be used, or which lines get a higher priority. In most cases, the advantage of this setup is that a large number of caller lines can share a smaller number of referral lines – that is, less physical phone lines are required for referral services. The disadvantage of this setup is that while the system is looking for a suitable referral line, the application pauses.

By default, digital systems are set to use fixed referral. Also known as hunt group.

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***fixed referral***.

See also ***dual-line referral***, ***digital***.

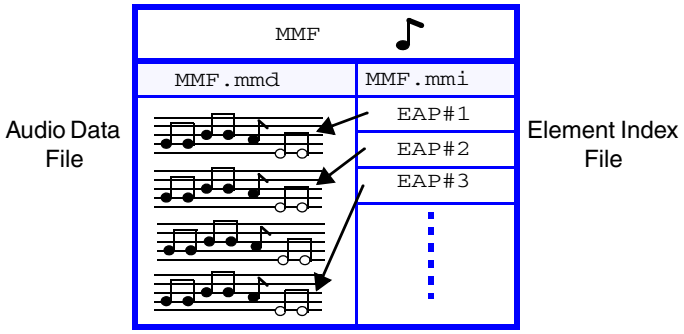
E

E1

See ***digital***.

EAP

Element Access Pointer. The actual record number within a MultiMedia file. The EAP correlates to an element's position within the file.



For additional information, see the *Avaya MPS PeriStudio User s Guide*.

See also ***vocabulary element***, ***MMF***, ***PeriStudio***.

ECD

Element Conversion Daemon. The software process that performs file-to-message, message-to-item, and message-to-file conversions for SMP.

See also ***SMP***, ***process***, ***vocabulary element***.

ECT

Event Callback Table. Keeps track of application functions that should be invoked when an event is processed.

ELA

Ethernet LAN Adapter. The TMS card that provides Ethernet connectivity between the TMS and the UNIX/SPARC components. ELA funnels data and messages between other cards and the TMS.

ELA is the daughter card physically connected to the VPC. The VPC-ELA hardware is inserted as a single unit into the TMS.

See also ***TMS***, ***VPC***.

element

See ***vocabulary element***.

Element Access Pointer

See ***EAP***.

Element Conversion Daemon

See ***ECD***.

enquiry/response timer

See ***host enquiry/response timer***.

environment

The set of phone line parameters that configure an application for caller needs and the type of local phone system. Environment parameters include timers and call progress detection specifications.

Environment parameters are usually determined by the system configuration files. Use a PeriProducer Environment block to customize environment options for a particular application.

Environment options are specific only to the current application phone line and remain in effect for that phone line until explicitly changed. That is, an application inherits the environment parameters set on the phone line.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS PeriProducer User s Guide*.

See also ***PeriProducer***, ***application***, ***CPD***, ***timers***.

er timer

See ***host enquiry/response timer***.

Ethernet LAN Adapter

See ***ELA***.

Event Callback Table

See ***ECT***.

exception conditions

See ***status/exception conditions***.

execution type

The operating function of a main Avaya MPS program. Execution type is only associated with main applications.

Use the APPMAN Configure Applications tool to configure main applications as call processing or administrative.

For additional information about APPMAN, see the *PeriView Reference Manual*.

Contrast with ***application type***.

See also ***main application***, ***APPMAN***, ***call processing application***, ***administrative application***.

expandable

Refers to the default type of MultiMedia file (MMF).

When an expandable MultiMedia file becomes full, it grows dynamically to accommodate more recordings until there is insufficient available disk space (2% free space).

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***static***.

See also ***MMF***.

extension

The ending portion of a file name. Extensions begin with a period and are usually made up of four or fewer characters. The file extension frequently identifies the type of file. For example:

extension	file type
`.ppr`	PeriProducer application
`.vex`	VENGINE executable
`.mmi`	MMF index
`.mmd`	MMF data
`.acfg`	application configuration

See also ***PeriProducer***, ***application***, ***MMF***, ***VENGINE***.

external resource

An external resource provides additional resources to the Avaya MPS environment. External resources may include speech synthesis and recognition. External resources are defined as:

- residing on a separate platform than the Avaya MPS
- uses an Ethernet-based LAN for control data
- uses an external audio highway for audio control

F

fast timers

PLM timing parameters that have a resolution of ten milliseconds with a tolerance of plus or minus ten milliseconds.

You can specify fast timer values with a scale of milliseconds, tenths of a second or whole seconds. The scale does not affect its accuracy. If you specify a value for a fast timer without the units, it will default to milliseconds. If you specify milliseconds, but the value is not a multiple of ten, the system automatically rounds the value to the nearest ten millisecond boundary.

For additional information, see the `plm intro` man page.

Contrast with ***scaled timers***.

See also ***PLM***.

fax

The Avaya MPS shared resource used to perform a variety of functions, from simple stored fax output to dynamic composition on demand.

In many cases, Avaya supplied application programs can be utilized to meet system application needs. In other systems, these pre-defined applications can be modified to meet unique application needs. In systems where pre-defined applications are not suitable, the PeriProducer fax functions can be programmed as required.

To use the fax feature, the Avaya MPS must be equipped with at least one FPLC. Each FPLC-1000 module provides up to eight fax modem channels. Each channel is capable of being individually configured and independently operated.

For additional information, see the Avaya *MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

See also ***shared resources***, ***application***, ***PeriProducer***, ***FPLC***.

Fax Phone Line Card

See ***FPLC***.

FCP

Front Control Panel. One FCP is present for each VRC in the system. The FCP provides separate power controls and status indicators for each TMS.

See also ***TMS***, ***VRC***.

File Transfer

The PeriView tool is used to copy files across the Avaya MPS network. File Transfer allows you to copy a single file, a group of files, or a subdirectory tree structure to one or more destinations. For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***PeriView***.

fixed referral

A dual-line referral method available on a digital Avaya MPS.

This scheme assigns a single referral line to a single caller line, creating a one-to-one mapping. The advantages of this setup are that it is simple and the caller line will always have a referral line available. The disadvantage is that you need a dedicated referral line for each caller line. By default, digital systems are set to use fixed referral.

Contrast with ***dynamic referral***.

See also ***dual-line referral***, ***digital***.

folder

The paradigm PeriProducer uses for organizing data. PeriProducer uses a filing cabinet analogy for variable data; data cards are grouped in folders. Each folder may contain lower-level folders and/or data cards.

For additional information, see the *PeriProducer User s Guide*.

See also ***data card***, ***PeriProducer***.

formatted screen interaction

See ***screen mode***.

four wire connection

The digital connection between the Avaya MPS and the network or PBX/ACD.

For additional information, the *Avaya MPS Telephony Reference Manual*.

See also ***digital***, ***ACD***, ***PBX***.

FPLC

Fax Phone Line Card.

- The card on which a fax image is processed (incoming and outgoing). The FPLC interfaces with a phone line and communicates with applications via the shared resource facility.
- The software image responsible for fax processing. FPLC software runs on the FPLC hardware.

See also ***shared resources***, ***fax***, ***image file***.

Front Control Panel

See ***FCP***.

G

generate

To translate the source code of a PeriProducer application into object code.

For information on generating applications, see the *PeriProducer User s Guide*.

See also ***application***, ***PeriProducer***.

GEM

Graphic Execution Monitor.

See ***PeriGEM***.

Graphic Execution Monitor

See ***GEM***.

Graphical User Interface

See ***GUI***.

group

User-defined clusters of network entities that have a logical relationship. Groups are shared objects. That is, they are member entities of either other groups or domains. Groups are made up of Avaya MPS or (sub)groups.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***domain***.

guard timers

Input processing options that protect against unexpected events or conditions. Guard timers include dtmf, pickup (supervised outdial/ referral only), olcsi, total, rvalid, lvalid, lcsi, dfirst, dinter, and guard.

You can customize guard timers with the PeriProducer Environment block.

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***pace timers***.

See also ***PeriProducer***, ***total call timer***, ***status/exception conditions***, and the command man pages **`plm dtmf`** and **`plm guard`**.

GUI

Graphical User Interface. A way of accessing programs and commands, where icons replace characters, using a pointing device, such as a mouse.

H

handle conditions

See ***status/exception conditions***.

Handle Object Manager

See ***HOM***.

hard termination

The abrupt method of ending the execution of an application. When you perform a hard termination, any calls in progress are cut off.

You should not use hard termination for applications servicing customers.

Use the APPMAN Terminate/Un-Assign Lines tool to define the termination type.

Contrast with ***soft termination***.

See also ***application***, ***APPMAN***.

hashed

Refers to database files designed to access data through a hashing algorithm. You must specify a maximum size when you create a hashed file.

Hashed files usually offer the fastest access to data—especially for a large number of records.

Also known as Hash-Sequenced Access Method (HSAM) files.

Contrast with ***indexed***, ***TDQ***.

See also ***database***.

Hash-Sequenced Access Method

See ***hashed***.

hash table

A data structure which resides in system memory (as opposed to voice data memory). When you activate a MultiMedia file, SMP enters the names of all vocabulary elements in that file into a hash table. When an application references an element by name (instead of referencing the element by index number), SMP uses the hashing scheme to locate the recorded contents of that element. A hash table can function for the entire system or just one application. One hash table can index multiple MultiMedia files, but it cannot handle duplicate element names within the table.

By default, each element's full name is loaded into the hash table. If system memory is limited, you can conserve space by having the system load only a portion of (that is, truncate) each element name using either delimited or partial loading. Set the type of truncation to use with the **`smp nload`** command in the `smp.cfg` configuration file.

Element names must be unique after they are truncated, or SMP will only access the first element with a duplicated name. To avoid this, when you create elements, assign names that are unique within the first few characters.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***delimited loading***, ***vocabulary element***, ***VDM***, ***application***, ***partial loading***, ***SMP***, ***MMF***, command man page **`smp nload`**.

HDLC

High-Level Data Link Control. A communications protocol, similar to SDLC, which uses specific bit patterns for control vastly different than those used for data, lessening the chance for errors. Control codes differ according to their bit positions and patterns.

See also ***SDLC Express***.

header

Information that precedes message data. The header consists of a message ID number, phone line number, status and control fields, etc.

The Avaya MPS supports 24-byte header mode by converting into a PACE structure.

See also ***24-byte header***, ***PACE***, ***host***.

header mode

The Avaya MPS parameter that determines how host message headers are translated:

- if header mode is enabled, COMMGR translates header messages
- if header mode is disabled, the applications must translate header messages

The Avaya MPS supports 24-byte header mode by converting into a PACE structure.

Use a PeriProducer Environment block to enable or disable header mode. From the Environment Class menu, select Host Environment.

See also ***header***, ***COMMGR***, ***application***, ***PeriProducer***, ***host***, command man page **`commgr headermode.`**

High-Level Data Link Control

See ***HDLC***.

high water mark

A limit maintained by the system for MultiMedia files. The high water mark signifies the point when available message space is depleted. When the high-water mark is exceeded, SMP returns **`mmfhigh`** to the appropriate administrative application. No more messages should be recorded at this point (until the application receives **`mmflow`**).

You can record CMR messages directly into application specific MultiMedia files. Set the water mark limits in the configuration file `smp-mmf.cfg` for each MultiMedia file used for recording; the high-water mark is set on a per MultiMedia file basis.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

Contrast with ***low water mark***.

See also ***CMR***, ***MMF***, ***SMP***, ***administrative application***, command man pages **`smp hwm, smp mmfadmline.`**

highway

See ***resource highway***.

HOM

Handle Object Manager. Used to keep track of all handle objects currently in use by an MX application; prevents a handle object or its data from being freed by one thread while still being accessed by another. A handle object is a data structure that represents an MX Telephony/Media object such as a phone line.

See also ***MX***.

host

An external computer system. Most host computers are of the mini or mainframe classification. The Avaya MPS can communicate with host computers to access records, update information, etc.

host enquiry/response timer

A host response timer. The host enquiry/response timer specifies the interval allotted for an external host to respond to an enquiry.

If the host does not respond within the host enquiry/response interval, COMMGR generates **`ertimeout`**. The host enquiry/response interval must be longer than the host intermediate interval.

Also known as the **er** timer.

For additional information, see *Avaya MPS PeriProducer User s Guide*, and the **`ertimeout`** man page.

Contrast with ***resource error timer***.

See also ***host***, ***host intermediate timer***, ***COMMGR***.

host intermediate timer

A host response timer. The host intermediate timer specifies a time interval, which when elapsed, causes the system to speak the intermediate timeout message to the caller. The intention is to notify the caller that information requested from an external host is unavailable, because the host has not yet responded to the query. Applications do not have to speak this message—the Avaya MPS speaks it automatically when the host intermediate timer expires.

If the host does not respond within the host intermediate interval, COMMGR generates **`intertimeout`**. The host intermediate interval must be shorter than the host enquiry/response interval.

Also known as the in timer.

For additional information, see the *Avaya MPS PeriProducer User s Guide*, and the **`intertimeout condition`** man page.

Contrast with ***resource intermediate timer***.

See also ***host***, ***intermediate timeout message***, ***application***, ***COMMGR***.

host type

The protocol class of an external computer system. The Avaya MPS supports two host types: asynchronous and generic. Any host that uses the asynchronous protocol is defined as async; all others (SNA 3270, BSC, SDLC Express, etc.) are defined as generic.

See also ***host***, ***asynchronous protocol***, command man pages **`commgr async`**, **`commgr generic`**.

host mode

The message exchange format between the Avaya MPS and the host computer. The host mode can be 24-byte header, PACE, rawtty, or screen mode.

See also ***host***, ***24-byte header***, ***PACE***, ***rawtty***, ***screen mode***, command man page **`commgr mode`**.

HSAM

Hash-Sequenced Access Method.

See ***hashed***.

hunt group

See ***dynamic referral***.

I

image file

The software that runs on a line card or module.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***line card***, ***module***.

in-band signaling

The phone line communication scheme where line signaling is carried on the same channel as the voice data. Most digital transmission links use in-band signaling. In this scheme, 1 bit from each of the 24 channels in every sixth frame carries dialing and controlling information. The system can use all channels on a span as caller lines.

In-band signaling does not noticeably affect voice quality.

Contrast with ***out-of-band signaling***.

See also ***digital***, ***span***.

index

The set of keys used to order and access indexed database files.

See also ***indexed***, ***key***, ***database***.

indexed

Refers to database files that are ordered based on a set of keys (the index). Data is accessed with the index.

Indexed files are dynamically expandable; that is, you do not specify a maximum size when you create them. Indexed files also support access by one or more alternate keys.

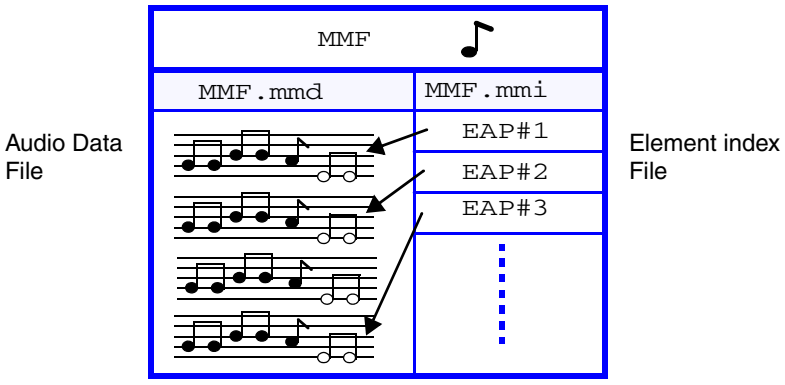
The index allows you to browse these files in both directions.

Contrast with ***hashed***, ***TDQ***.

See also ***database***, ***key***, ***index***, ***alternate key***, ***KSDS***.

index file

The component file of a MultiMedia file that contains the vocabulary element attributes (for example, labels, sizes, associated data, etc.). Also included in this file are the element access pointers (EAPs), which point to the relevant audio data in the corresponding MMF data file. The index file has a `.mmi` extension.



Contrast with ***data file***.

See also ***MMF***, ***vocabulary element***, ***EAP***, ***extension***.

Index Sequential Access Method

See ***indexed***.

input timing

Processing options that pace caller keypad input. Input timing uses pace timers and guard timers.

Also known as pacing.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***guard timers***, ***pace timers***.

in timer

See ***host intermediate timer***.

Integrated Services Digital Network

See ***ISDN***.

Interactive Voice Response

See ***IVR***.

intermediate timeout message

The message the system speaks if either the host intermediate timer or the resource intermediate timer expires.

The default host and resource message uses the vocabulary element "Please hold on" to speak the phrase "Please hold on" to the caller. You can use PeriStudio to record a different phrase. You can also specify a different vocabulary element by doing one of the following:

- use the Application Manager Configure Applications tool to modify the Intermediate Timeout Message Execution option
- in an application, use an Environment block to modify the intermsg VENGINE option

Also known as the "Please hold on" message.

See also ***host intermediate timer***, ***resource intermediate timer***, ***host***, ***vocabulary element***, ***PeriStudio***, ***APPMAN***, ***application***, ***VENGINE***.

intermediate timer

See ***host intermediate timer***, ***resource intermediate timer***.

internal resource

An internal resource provides resources to the Avaya MPS environment from within the Avaya MPS platform. An internal resource is defined as:

- an optional part of the TMS, residing on a plug-in card
- uses the TMS multibus for control data
- uses the TMS PCM highway for audio control

See also ***TMS***, ***Avaya MPS***, ***PCM***.

ISAM

Index Sequential Access Method.

See ***indexed***.

ISDN

Integrated Services Digital Network. A set of standards and protocols designed to allow a single phone line to support multiple transmissions at the same time. Signaling is performed using a dedicated channel.

The Avaya MPS supports ISDN for data transmission.

For information about configuring the Avaya MPS for ISDN, see the *Avaya MPS Telephony Reference Manual*. For information about coding applications for ISDN, see the *Avaya MPS Application Programming Reference Manual*.

See also ***out-of-band signaling***.

IVR — **Interactive Voice Response**. Refers to systems which communicate with a user through a telephone interface.

IVR application — See ***application***.

IWR_AN — See ***Alphanumeric IWR***.

K

key

A set of character that is pattern-matched to the data stored in file records. Records in both hashed and indexed files can be located by a key.

See also ***hashed***, ***indexed***.

key-ahead

The touchtone input processing feature that allows the caller to enter touchtones during speech output of the voice script. The caller may enter a response as soon as he or she recognizes a prompt – it is unnecessary to wait for the message to complete. When the MPS detects a touchtone during speech output, the prompt ceases and the Avaya MPS begins collecting touchtone input.

Each application can enable/disable key-ahead as appropriate.

Also known as type-ahead and DTMF cut-through.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***DTMF***, ***touchtone***.

Key-Sequenced Data Set

See ***KSDS***.

kill timer

The system timer that sets the maximum amount of time an application can remain active after a soft termination. The Avaya MPS terminates the call in progress when the kill timer expires.

Use the APPMAN Configure Applications tool to configure the kill timer interval.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***soft termination***, ***application***, ***APPMAN***.

KSDS

Key-Sequenced Data Set. Refers to indexed database files that support:

- direct access through a primary key
- access through alternate key(s)

- partial keys

See also ***indexed***, ***database***, ***primary key***, ***alternate key***, ***partial key***.

L

Last Known Configuration

See ***LKC***.

line card

Hardware in the Avaya MPS chassis with the physical phone line interfaces and audio jacks.

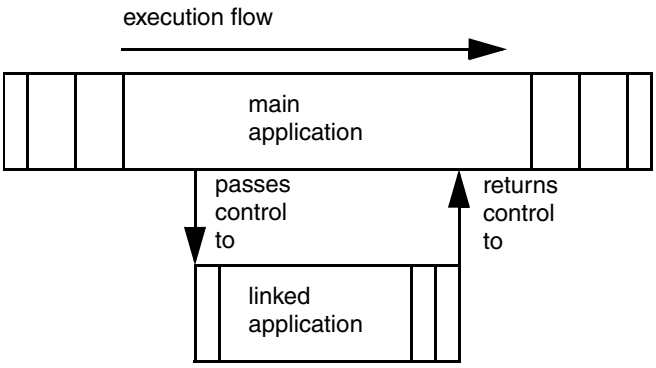
Line cards can be either TPLC (digital) or VPLC (analog).

Contrast with ***resource card***.

See also ***TPLC***, ***VPLC***.

link

To temporarily pass control and/or data to a different application. The second application completes its functions and then returns control to the main application.



See also ***application***, ***linked application***, ***main application***.

linked application

An Avaya MPS program that performs interim call processing or administrative functions. A linked application may be shared among several main applications. The main application passes control to the linked application. After the linked application completes its functions, it returns control to the main application.

Linked applications are not assigned to lines—they are called by main applications.

Only one copy of a linked application is required on each Avaya MPS, regardless of the number of main applications that link to it.

Contrast with ***main application***.

See also ***call processing***, ***link***.

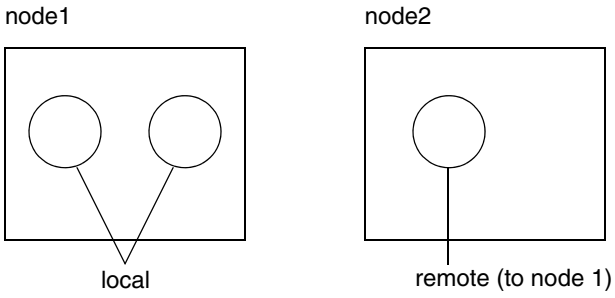
LKC

Last Known Configuration (file). A file that consists of all VMMs in-memory element records and the bitmap representing VDM. This file is updated every time an MMF is activated or deactivated, or an online update occurs.

See also ***MMF***, ***VDM***, ***VMM***.

local

Refers to processes or data structures on the same node.



Contrast with ***remote***.

See also ***node***.

lock

Exclusive control of an individual database record.

For hashed and indexed files, the PeriProducer DiskIO block requires that an application maintain exclusive control of an individual record for the purpose of updating or deleting it. During such operations, the record is locked by the application, which prevents an application on another line from updating or deleting that record until the first request has completed. If an application on another line attempts to modify or delete a locked record, the latter is suspended (that is, paused) until the lock is released.

A lock must be previously established on a record (using the Read and Lock option) for an application to either update it or delete it (using the Update or Delete options). This means that for the application to implement a single Delete or Update request, two DiskIO blocks are required. The first DiskIO block locks the record using Read and Lock and the second DiskIO block specifies the Delete or Update request.

When an application places a lock on a record, the lock should be released as soon as possible to avoid obstructing modifications to that record by other lines.

For additional information, see the *PeriProducer User s Guide*.

See also ***hashed***, ***indexed***, ***database***, ***PeriProducer***, ***application***.

Log

The text-based utility used to display messages sent between Avaya MPS processes. Log monitors message traffic among selected VOS processes and may be used for diagnostics.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***VOS***, ***Avaya MPS***, command man page **`utils log`**.

logical line

See ***administrative line***.

low water mark

A limit maintained by the system for MultiMedia files. The low-water mark signifies the point when there is sufficient available message space. As messages are deleted (presumably after having been played and transcribed), SMP returns **`mmflow`** after reaching the low-water mark, indicating that recording can be resumed. SMP only returns **`mmflow`** if the MultiMedia file previously exceeded the high-water mark.

You can record CMR messages directly into application-specific MultiMedia files. Set the water mark limits in the configuration file `smp-mmf.cfg` for each MultiMedia file used for recording; the low-water mark is set on a per MultiMedia file basis.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

Contrast with ***high water mark***.

See also ***CMR***, ***MMF***, ***SMP***, ***administrative application***, command man pages **`smp lwm, smp hwm, smp mmfadmline`**.

LU 6.2

A host communication protocol. LU 6.2 allows program-to-program communications across an IBM SNA network using Logical Unit type 6.2.

See also ***host***.

LVR

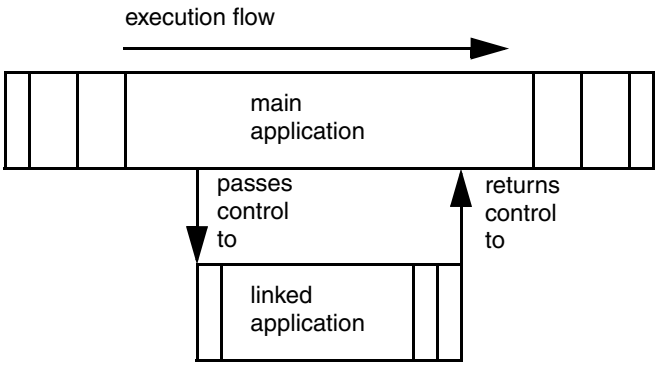
Large Vocabulary Recognition is a relative term that refers to a speech recognition engine which is able to recognize hundreds or thousands of words or phrases.

See ***Speech Recognition***.

M

main application

An Avaya MPS program that performs specific call processing or administrative functions. A main application may link to other applications for interim processing functions. The main application passes control to the linked application. After the linked application completes its functions, it returns control to the main application.



Contrast with ***linked application***.

See also ***call processing application***, ***administrative application***.

MIBManagement Information Base

See ***MIB***.

map

See ***BMS***.

MDM

Multiple DSP Module. A resource must be available on the system for an application to use it. If the resident DSPs are fully allocated to resources or protocols, capacity for more resources can be added by installing MDM in an open TMS slot and loading the image definitions for the resources required. The MDM contains 12 DSPs for configuration of additional resources.

See also ***DSP***, ***TMS***.

Media Storage token

See ***MS token***.

Media Transaction Program Interface

See ***MX***.

menu

Refers to one or more parts of an application where the following occurs:

- speech prompts inform callers of their options
- callers select options
- the application processes the input

Avaya MPS menus should present a maximum of four or five selections at a time. Use the PeriProducer Select block to implement menus.

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***PeriProducer***, ***application***.

message-based interaction

Avaya MPS application - host I/O performed using either standard or application-specific message protocols.

Message-based interaction does not involve the exchange of formatted screens with the host and therefore involves less data exchange.

This form of I/O usually requires new message interface software on the host.

Contrast with ***screen mode***.

Message Transfer Server 2000

See ***MTS 2000***.

MIB

Management Information Base. A directory listing the names of all system components residing in a network which describe and provide information about the Avaya MPS system in relation to SNMP.

For additional information, see the *Simple Network Management Protocol in the Avaya MPS SNMP Package User's Guide.*

See also ***SNMP***.

mixed system

A special type of digital system that contains both digital line controllers (TPLC) and analog line controllers (VPLC).

Internally, a mixed system uses an 8K Hz PCM format for audio data speech and recording, which is the same format used in digital telephony. Mixed systems are configurable for both T1 and E1 telephone networks, and are comparable in performance to standard digital systems, having similar line capacities, resource capabilities, and data throughput.

The VPLCs in a mixed system provide analog-to-digital conversion of audio data. This is done using PRO-2000 boards installed on the VPLCs. All voice input/output operations in mixed systems are done through TPLCs. In most configurations, each analog line in a mixed system replaces the resource utilization of one digital line. Because of this internal sharing of resources, mixed system configurations have certain limitations.

For applications, there are no special considerations for mixed systems. Applications associated with digital lines function as if they were in a pure digital system; applications on analog lines function as if they were in an analog environment.

See also ***analog***, ***digital***, ***TPLC***, ***VPLC***, ***u-law***, ***application***, ***PCM***.

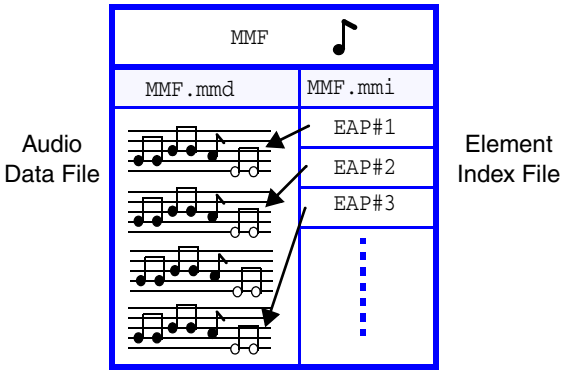
MMF

MultiMedia Format file. A type of file that contains the following types of elements:

- vocabulary/speech/touchtone elements
- Caller Message Recording (CMR) audio
- fax data

Every individual recording in an MMF file is called an element, and MMF files normally contain multiple related elements.

Create MMF files using either PeriStudio or the **`mkmf`** system utility. A single MMF is made up of two files: the index file and the data file.



To use an MMF as a playback MMF, it must be activated with the **`smp activate`** command.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***CMR***, ***data file***, ***index file***, ***PeriStudio***, ***vocabulary element***, ***record MMF***, ***playback MMF***, command man pages **`utils mkmf, smp activate.`**

mode

See ***host mode***.

module

The hardware on the CDP resource card that provides shared resource functions. A module is installed onto a CDP slot (for a maximum of four modules per CDP card). There are different modules that provide different shared resource functions:

module	function	capacity
MSP-10	Call Conferencing	one conference (six callers)/slot

For additional information, see the *Avaya MPS System Reference Manual*.

See ***shared resources***, ***call conferencing***, ***resource card***.

Monitor

See ***Activity Monitor***.

MSP-10

See ***module***.

MS token

Media Storage Token. An alphanumeric variable with at least 41 characters that contains information about a recorded message. Each valid CMR message or fax recording generates a unique token, which is stored by the application. This token is accessed when an application plays back a recorded message.

Also known as token and CMR token.

For additional information, see the *Avaya MPS Application Programming Reference Manual* and the *Avaya MPS PeriProducer User s Guide*.

See also ***CMR***, ***application***.

MTS 2000

Message Transfer Server 2000. A component of an Avaya MPS which provides a platform for centralized voice message storage and retrieval across a network of Avaya MPS systems.

See also ***component***.

mu-law

See ***u-law***.

MultiMedia File

See ***MMF***.

Multiple DSP (Digital Signal Processor) Module

See ***MDM***.

Multi-Signal Processing

See ***module***.

MX

Media Transaction Program Interface. A shared library consisting of the functionality necessary to develop applications that can interface with the VOS layer. An MX Server is a logical entity comprised of one or more processes on a component which are needed to access and manipulate MX services.

See also ***VOS***.

N

NBAP

Network Based Audio Playback. Audio playback that can occur across a network (ethernet) from a remote audio server (as opposed to locally stored audio data.

See also ***RVMM***.

NBY1 redundancy

A MPS configuration that uses an extra system as a backup for the other on-line systems—that is, 1 unit to back up N units.

NBY1 provides one backup path across all systems. Any of the systems can forward its telephone connections to the backup unit. When this backup path is used by a system, all other systems are blocked from using this backup path.

NCD

Network Interface Controller Daemon. A single-threaded process that resides in the GEN subcomponent of the common component and controls the interconnections between multiple TMS platforms attached to the NIC (card).

For additional information, see the *Avaya MPS Telephony Reference Manual*.

See also ***TMS***.

NCMR

Network-based Caller Message Recording. Caller message recording that can be performed across a network (ethernet) to a remote audio server (as opposed to locally stored audio data).

network

See ***analog***, ***PLC***.

Network Based Audio Playback

See ***NBAP***.

Network-based Caller Message Recording

See ***NCMR***.

NIC

Network Interface Card. A card (usually a daughter card) that provides connectivity with the network (usually ethernet) to the motherboard.

See also ***NCD***, ***VRC***.

Network Interface Controller Daemon

See ***NCD***.

network timeout

The user-definable time period allowed for a network entity to respond to a request. This time period is applied to the tree structure displayed in the PeriView work space.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***Application Manager***, ***Activity Monitor***.

node

A machine that supports the Avaya MPS or a logical entity of the Avaya MPS network. Each node consists of the cpu/computer and MPS software process. Multiple MPSs can be configured for a single node.

See also ***UNIX node***, ***PLC*** and ***analog***

non-conversational

A method of speaking numeric data where:

- each character (or digit) in the string is spoken as an individual item; for example, “123” is spoken “one two three”
- space characters are ignored
- digit characters are translated into the vocabulary phrases “zero,” “one,” “two,” ..., “nine”
- Letters are case sensitive and translated to the items: “A,” “B,” ..., “Z,” “a,” “b,” ..., “z”
- symbols (for example, “&”, “^”, “*”) are self-representing in terms of vocabulary phrase labels
- All digits, letters and symbols will be spoken exactly as recorded in their MMF files

For example, the string R2D2 is spoken as “är tö d tö.”

Contrast with ***conversational***.

See also ***percent***.

non-sequential access

A method of accessing pooled VTs. For non-sequential access, the system maintains a list of available VTs. Upon request from an application, COMMGR assigns the first VT on the list. When the application frees the VT, it goes to the end of the list.

Also known as the round robin technique.

Contrast with ***sequential access***.

See also ***VT***, ***COMMGR***, ***VT pooling***, ***application***.

O

OSCAR

Open Signal Computing and Analysis Resource. An OSCAR resource consists of Windows 2000 OSCAR node on which algorithms such as speech synthesis, speech recognition, and the Internet Audio Server allow speech-based transaction processing. The Avaya MPS node with which the OSCAR node is associated can be a Solaris or Windows 2000 node.

The MPS node provides telephony and application processing services. The OSCAR node provides resource processing such as speech recognition and synthesis. Avaya supports OSCAR speech synthesis and recognition resources provided by multiple third- party vendors and also provides an Internet Audio Server resource.

For additional information about the OSCAR resource, refer the *Avaya Media Processing Server (Avaya MPS) Series OSCAR 6.0.1 Reference Guide.*

See also ***SPARC***, ***component***, ***TMS***.

out-of-band signaling

The phone line communication scheme where the dialing and supervisory signals are separate from data transmission. All signaling information for a group of lines (23 per T1 span, 29 per E1 span) is carried on a single dedicated channel known as the D-channel. The other channels (B-channels) carry the data for that line. With out-of-band signaling, data is transmitted distortion free.

Out-of-band signaling decreases a span's caller line capacity by one line. One line is required to carry the signaling information for the other lines. One D-channel can carry the signaling information for 2 spans.

The Avaya MPS uses ISDN for out-of-band signaling.

Contrast with ***in-band signaling***.

For additional information, see the *Avaya MPS Telephony Reference Manual*.

See also ***ISDN***, ***digital***, ***span***.

P

PACE

Periphonics Asynchronous Communications Exchange. The native data message exchange format for async hosts. PACE is also applicable to the 3270 mode of operation.

To maintain backward compatibility, the Avaya MPS converts 24-byte header messages into PACE format.

See also ***host***, ***24-byte header***, ***asynchronous protocol***.

pace timers

Input processing options that either cause an event when they expire or are turned off by software when a certain event occurs. Pace timers include: origin, tone, rend, and pickup (for a blind outdial/referral).

You can customize many pace timers with the PeriProducer Environment block.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Telephony Reference Manual*.

Contrast with ***guard timers***.

See also ***PeriProducer***.

pacing

See ***input timing***.

paging

A method of accessing MMF elements that conserves Voice Data Memory (VDM).

By default, SMP attempts to load all vocabulary elements into VDM. However, if the size of the activated MMF elements exceeds available voice memory, the elements are played from disk (that is, elements are paged from disk as required).

Each phone line has dual paging buffers. SMP places the element's data in the paging buffer to be spoken. When the data in the buffer has been spoken, SMP replaces it with the next block of data to speak.

The paging method is used by the system for the output of vocabulary elements that do not exist in memory, the playback of Caller Message Recording (CMR) elements, and fax image transmission.

Enable paging for an MMF if its elements are infrequently accessed or if it is necessary to save voice memory for other MMFs.

Also known as DBAP (Disk-Based Audio Playback).

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***CMR***, ***VDM***, ***vocabulary element***, ***MMF***, ***SMP***, and command man pages **`smp paging`**, **`smp pagesize`**, **`smp lookahead`**, and **`smp activate`**.

partial key

A method of accessing data in a database by matching data with an abbreviated search string.

A partial key search yields all the data which contains the specified elements. That is, searching for "34" finds "1234", "2345", "34789", etc.

KSDS files support searches by partial key.

See also ***database***, ***key***, ***KSDS***.

partial loading

A method of loading element names into the hash tables that saves system memory. Partial loading only includes the specified number of characters from each name. After truncation, each element name is no longer than the truncation length.

Element names must be unique after they are truncated or SMP will only access the first element with a duplicated name. To avoid this, when you create elements, assign names that are unique within the first few characters.

Contrast with ***delimited loading***.

See also ***hash table***, ***PeriStudio***, ***SMP***, ***vocabulary element***.

PBX

Private Branch Exchange. A smaller version of the phone company's central switching office that can be purchased by individual businesses. An advantage is total control over features and functions.

PCM

Pulse Code Modulation. The method of converting an analog voice signal into a digital bit stream.

See also ***mixed system***,

percent

Refers to the method of speaking numeric data where the item is spoken as a percentage.

For example, the string "12.34" is spoken as "twelve point three four percent."

See also ***conversational***, ***non-conversational***.

PeriConsolidator

See ***PeriReporter***.

Periphonics Asynchronous Communications Exchange

See ***PACE***.

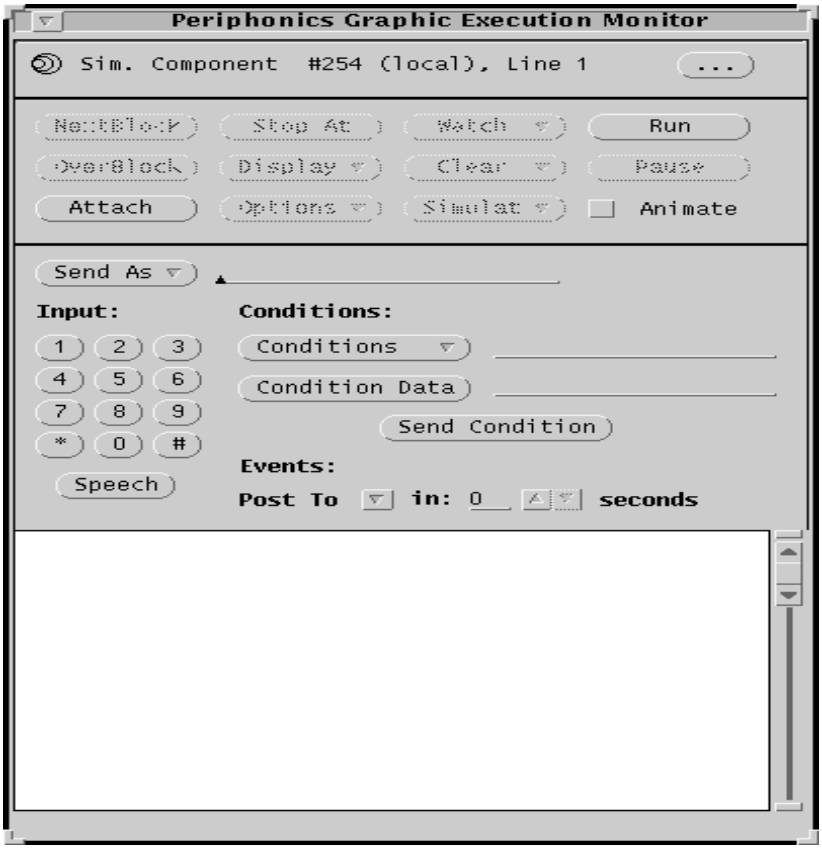
PeriDefiner

See ***PeriReporter***.

PeriGEM

Graphic Execution Monitor. A PeriProducer application support tool that runs an application on a real MPS line or in a simulated MPS environment on a development system. You can execute the application continuously or one block at a time.

The GEM tool can also set intermediate stopping points in the application execution. These stopping points can be selected blocks (breakpoints) or changes in any specified system or user-defined data card/folder (watchpoints). While application execution is stopped (paused), you can use the GEM to display the values of any system/user data cards. Execution can then resume.



You can also use PeriGEM to:

- simulate caller input
- simulate host input
- test status/exception condition handling

- monitor running applications

To start the Graphic Execution Monitor select Show PeriGEM from the PeriProducer Main Container Execute menu.

For additional information, see the *PeriProducer User s Guide*.

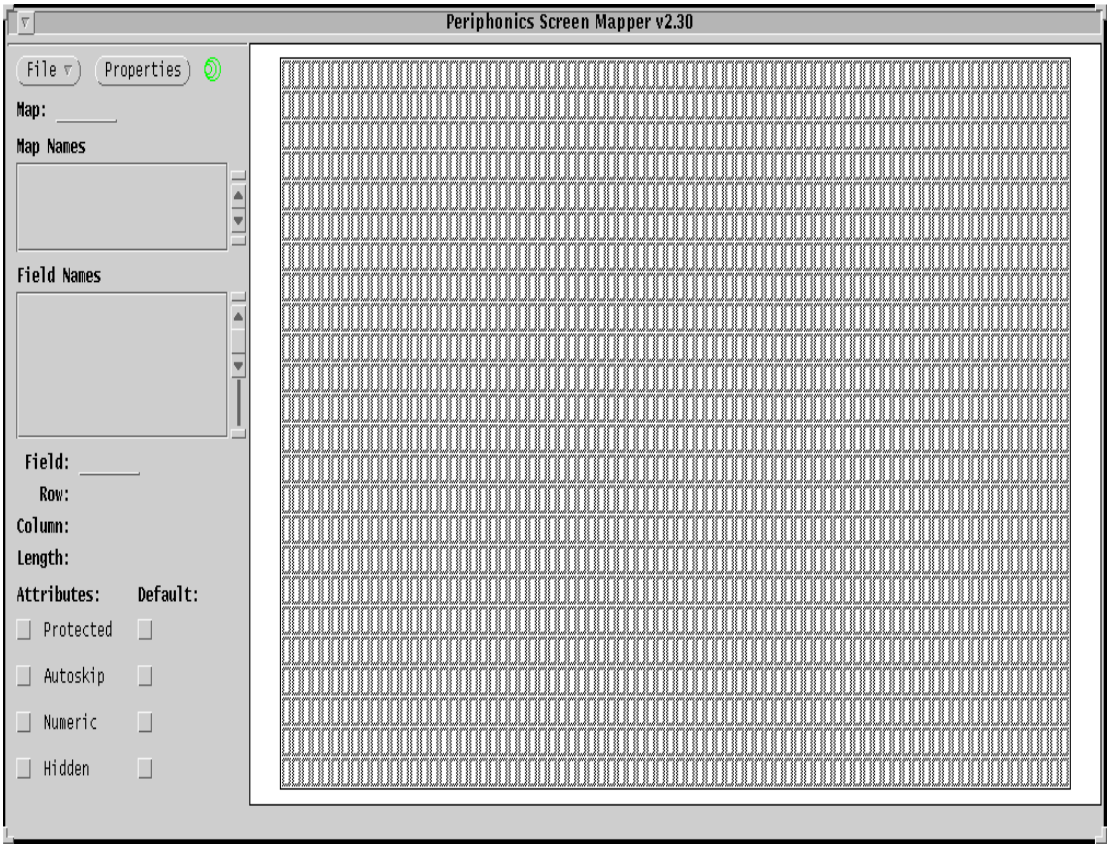
See also ***PeriProducer***, ***application***, ***database***, ***folder***, ***status/ exception conditions***, ***host***.

PeriMap

A graphical tool used to create host interface screen maps for interactive voice response applications on Avaya systems.

PeriMap reads BMS files created on IBM host systems and displays the resulting screen map for further editing. It also allows you to create a host screen map using a mouse. and store the resulting map as a BMS file. Use PeriMap in conjunction with PeriProducer to import maps into PeriProducer applications.

Also known as the Screen Mapper.

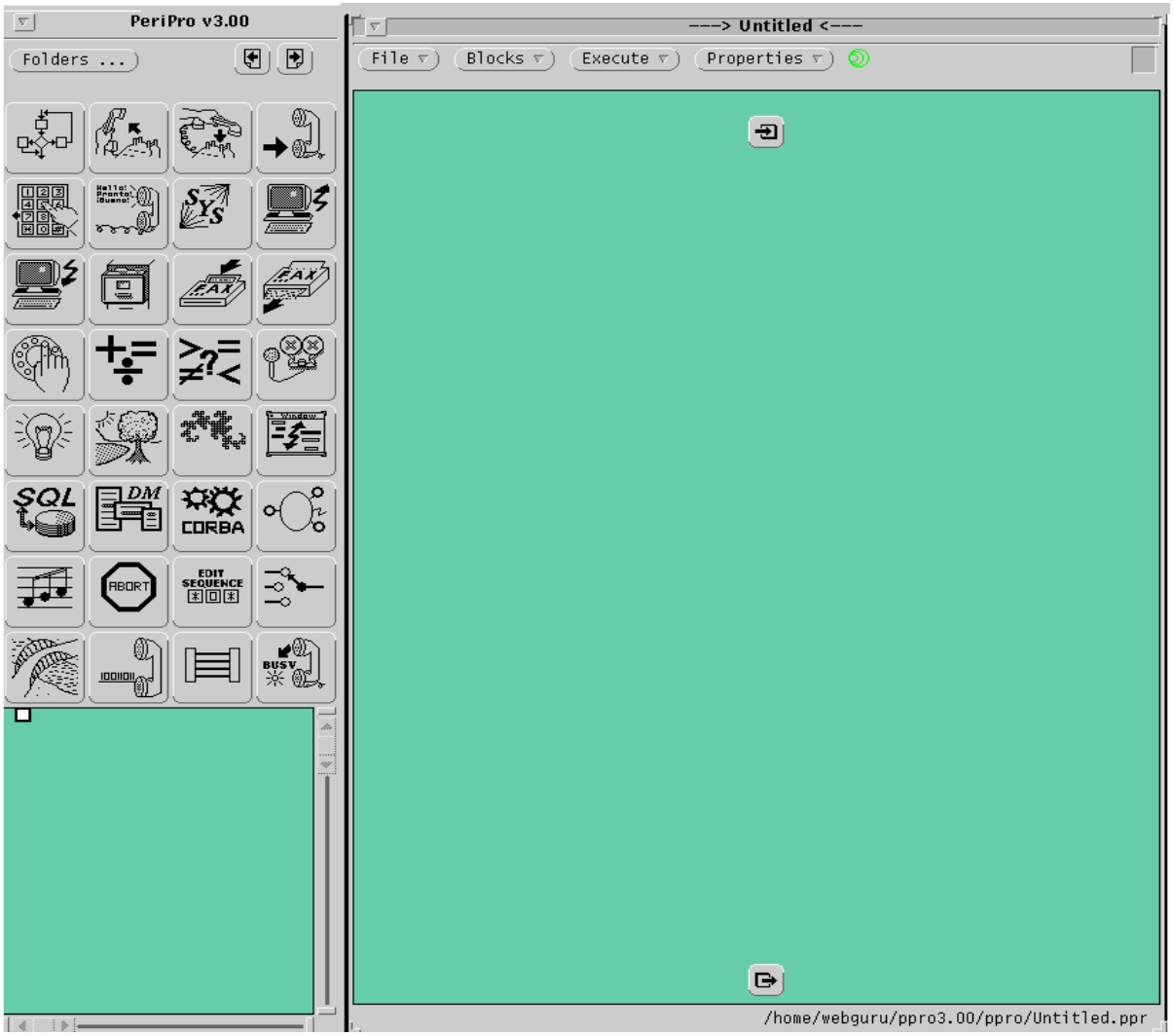


For additional information, see the *PeriProducer User s Guide*.

See also ***BMS***, ***formatted screen interaction***, ***IVR***, ***host***, ***PeriProducer***, ***application***, command man page **`utils perimap`**.

PeriProducer

A graphical application construction tool designed to simplify application creation for the Avaya MPS. With PeriProducer, users who understand their application requirements, but are not necessarily well-versed in phone system characteristics or interactive voice response application programming, can create their applications directly. PeriProducer also gives more experienced developers increased flexibility and the same range of functions as legacy systems.



PeriProducer provides a graphical environment in which applications are built from individual processing steps called building blocks. The building blocks are connected together with arrows to indicate the order of block execution. The result looks very much like a flow diagram or work flow, used in many industries to display ordered processing steps. The PeriProducer building blocks provide all the basic functions needed by an IVR application. There are also blocks that implement general purpose programming functions, such as decisions, loops, and computation.

For additional information, see the *Avaya MPS PeriProducer User s Guide*. For information about coding for specific features, see the *Features Application Programming Reference Manual*.

See also ***application***, ***IVR***, command man page **`utils peripro`**.

PeriPulse

The Avaya MPS shared resource that allows applications to recognize digits dialed from a rotary (pulse) telephone.

Rotary dial pulses are carried through the network as a series of clicks. PeriPulse detects the clicks and decodes them into the dialed digit.

For additional information, see the *Avaya MPS System Reference Manual* and the *Avaya MPS Application Programming Reference Manual*.

See also ***shared resources***, ***application***.

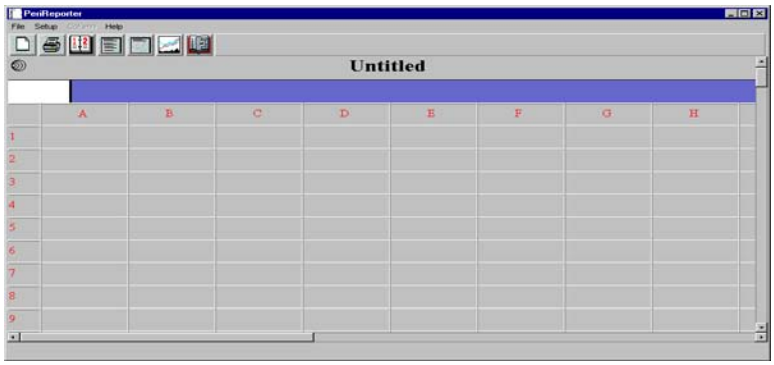
PeriReporter

A graphical interface for statistics report generation. PeriReporter consists of three parts:

- PeriConsolidator - used to collect statistical data from the Avaya MPS Statistics Update Daemon (VSUPD) and gather it into daily, weekly, monthly, and yearly files
- PeriDefiner - used to set up the content and display of a report

- PeriReporter - used to generate and print specified reports

For additional information, see the *Avaya MPS PeriReporter User s Guide.*



PeriSQL

A stand-alone utility used to examine, create, and execute Structured Query Language (SQL) select commands through a graphical interface.

PeriSQL uses the Relational Database Management System (RDBMS) server's master data dictionary to query, retrieve, and display information about various database objects.

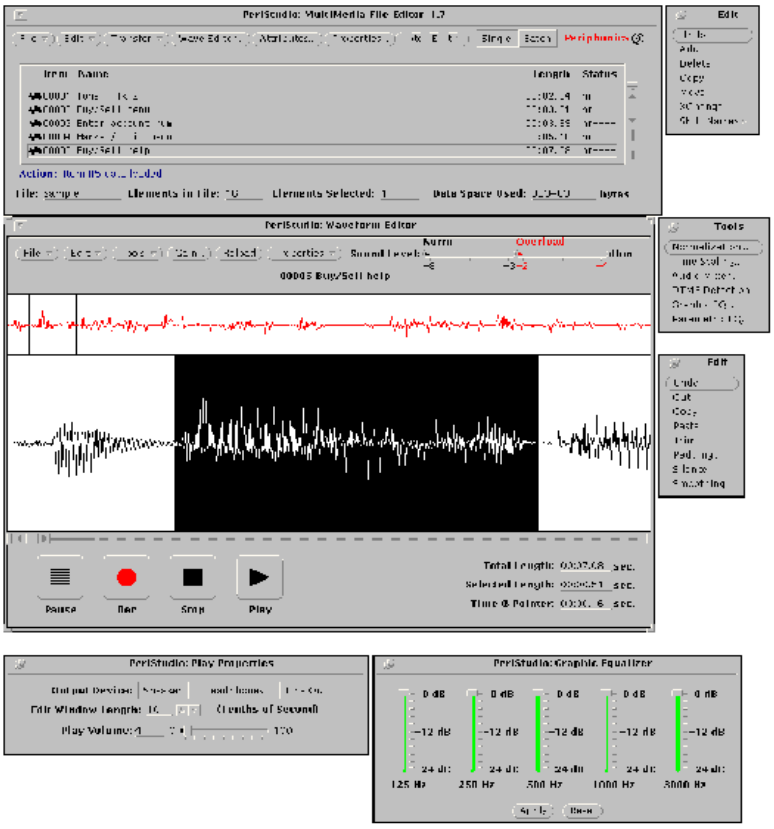
You can also use PeriSQL to access stored procedures, functions, and triggers.PeriSQL can also be accessed from PeriView, from the command line, or directly through PeriProducer.

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***PeriProducer***, ***PeriView***, ***SQL***, ***RDBMS***, ***database***.

PeriStudio

An Avaya MPS software utility for creating, editing, and maintaining MultiMedia files (MMFs). PeriStudio contains all functions necessary for creating MMFs of any size and complexity. The user interacts with PeriStudio through a Graphical User Interface (GUI).

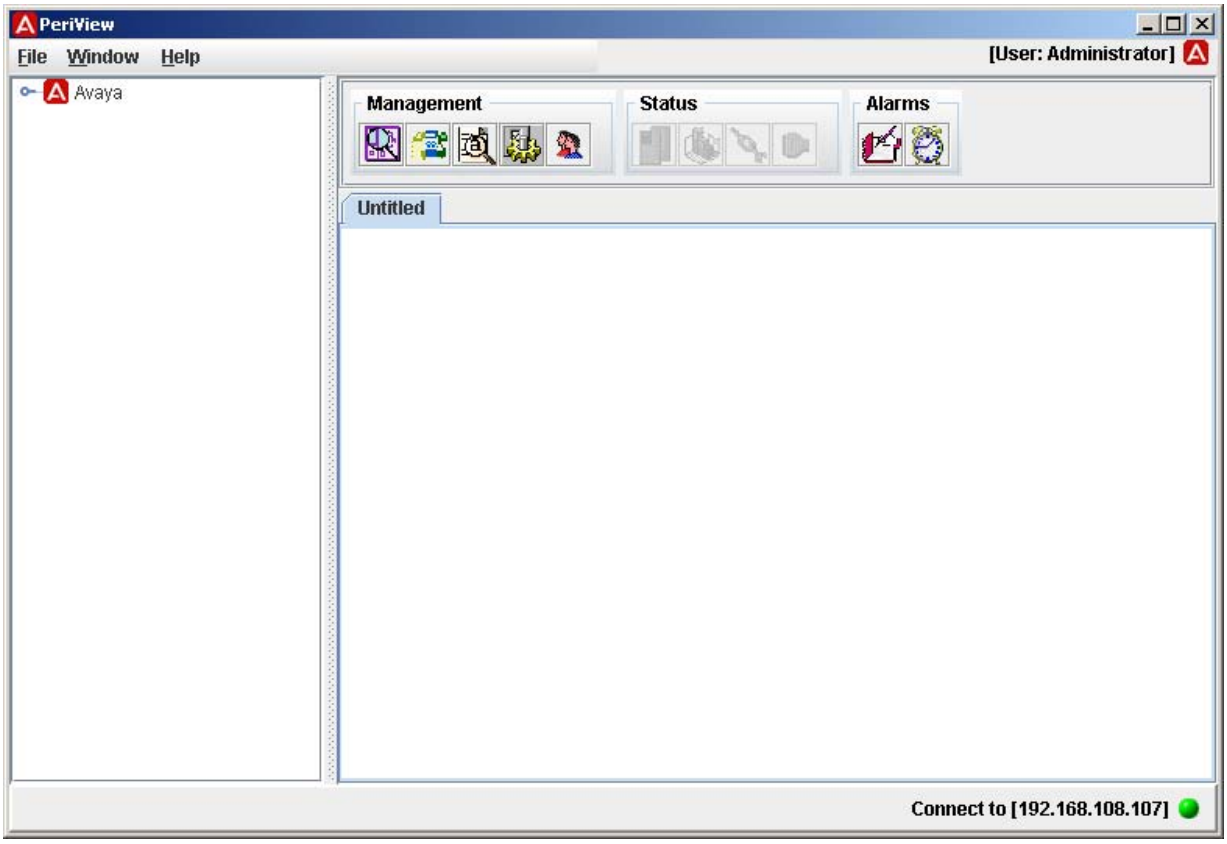


For additional information, see the *Avaya MPS PeriStudio User s Guide*.

See also ***GUI***, ***MMF***.

PeriView

The suite of graphical tools used for Avaya MPS system administration, operation, and control. PeriView is the application designed to manipulate and view network activity and to develop and maintain applications in a Graphical User Interface (GUI) environment.



For additional information, see the *Avaya MPS PeriView Reference Manual* and the *Avaya MPS PeriView Quick Start Guide*.

See also ***PeriView tools***, ***PLC***, ***analog***, and ***GUI***, ***application***.

PeriView tools

The software entities accessed through PeriView.

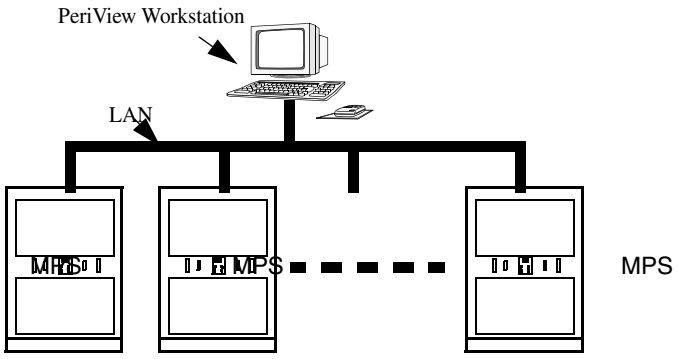
The PeriView tools are APPMAN, Activity Monitor, Alarm Viewer, VSH tool, File Transfer, SPIN, PeriReporter, PeriStudio, PeriProducer and PeriSQL

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***APPMAN***, ***Activity Monitor***, ***Alarm Viewer***, ***VSH tool***, ***File Transfer***, ***SPIN***, ***PeriReporter***, ***PeriStudio***, ***PeriProducer***, ***PeriSQL***.

PeriView workstation

A single node configured to control and administer the entire Avaya MPS network.



See also ***UNIX node***, ***PeriView***, ***PLC*** and ***analog***.

phone line card

See ***line card***.

Phone Line Controller

See ***PLC***.

Phone Line Manager

See ***PLM***.

physical map

The data fields and attributes used for communicating with a host in screen mode. Define physical maps with PeriMap.

See also ***host***, ***screen mode***, ***PeriMap***.

playback MMF

An MMF used by an application to speak named vocabulary elements over the phone line.

Contrast with ***record MMF***.

See also ***MMF***, ***application***, ***vocabulary element***.

PLC

Phone Line Controller.

- The TMS software process the low-level actions necessary to answer the telephone, process touch-tones, and provide timing and state changes for telephone line events.
- The TMS hardware containing the telephone connections and running PLC software.

PLC (both hardware and software) varies to support analog or digital interfaces. The analog version of PLC is VPLC; the digital version of PLC is TPLC.

See also ***process***, ***VPLC***, ***TPLC***, ***analog***, ***digital***.

"Please hold on" message

See ***intermediate timeout message***.

PLM

Phone Line Manager. The VOS software process responsible for managing all Avaya MPS telephone line processing and control functions. Telephone management functions include call answering, call transfer, touchtone processing, recording and playback mode control, etc.

PLM, in conjunction with PLC, the telephony hardware (VPLC, TPLC, resource cards), and firmware, provide all telephony-oriented processing and control functions. They also manage run-time telephone functions.

PLM also manages a number of TMS initialization functions. These include firmware and configuration parameters for physical interfaces and resources that perform voice processing functions within the system.

For additional information about PLM, see the *Avaya MPS System Reference Manual*.

See also ***VOS***, ***PLC***, ***VPLC***, ***TPLC***, ***resource card***, ***process***, command man page **`plm intro`**.

PMGR

Pool Manager is a process that runs on the Avaya MPS common component providing a facility to configure Avaya MPS resources into pools.

See ***pool timeout value***, ***VT pooling***, ***VAMP***.

point-to-point SDLC link

See ***SDLC Express***.

pooling

A paradigm in which similar entities are referred by a common name, and within a pool. An entity is inter-changeable by any other.

See ***VT pooling***.

pooled host

An external computer that the Avaya MPS is configured to use in a dynamic allocation scheme.

See also ***host***, ***VT pooling***, MPS command man page **`commgr pool.`**

pool timeout value

The maximum amount of time an application waits for a VT to be allocated after it requests one from the pool. If this timer expires, COMMGR sends **`hostfail`** to the application.

Use the **`commgr pooltimeout`** command to specify this interval. The default is five seconds. The MPS uses this value for all VTs in the pool, regardless of the host number specified in command.

See also ***application***, ***VT***, ***VT pooling***, ***host***, ***COMMGR***, MPS condition man page **`hostfail`**, MPS command man page **`commgr pooltimeout.`**

PPD

PeriPulse Detector / Recognizer.

See ***PeriPulse***.

primary key

The first, or only, key used to access data in a database.

Contrast with ***alternate key***.

See also ***database***, ***key***.

Private Branch Exchange

See ***PBX***.

process

A computer function that, among other things, performs various data manipulations and/or communication tasks. Also known as a software process.

Avaya MPS processes include ALARMD, CLP, COMMGR, CONOUT, CONSOLED, CPSIO, ECD, PLM, SMP, SRP, VENGINE, VMST, and VSTAT.

See also ***ALARMD***, ***CLP***, ***COMMGR***, ***CONOUT***, ***CONSOLED***, ***ECD***, ***PLM***, ***SMP***, ***SRP***, ***VENGINE***, ***VMST***.

PSTN

Public Switched Telephone Network.

Pulse Code Modulation

See ***PCM***.

R

rawtty

The host communication mode that supports application-specific message protocols.

In rawtty mode, the host delivers all its input to the phone line associated with VT 1. The application assigned to that line implements the message-level protocol and determines which phone line receives the message.

See also ***host***, ***application***, ***assign***, ***VT***.

RDBMS

Relational Database Management System. A collection of programs that allow you to create and maintain a relational database.

RDBMS includes Oracle, Sybase, and Informix.

PeriProducer supports access and manipulation of relational databases through the SQL block. You can also use PeriSQL to construct SQL commands to query the database.

See also ***database***, ***PeriProducer***, ***PeriSQL***, ***SQL***, ***relational database***.

record MMF

An MMF used by an application to make recordings from callers.

Contrast with ***playback MMF***.

See also ***MMF***, ***application***.

referral

The Avaya MPS function that transfers (that is, connects) a caller to a third party.

Also known as bridge.

For additional information, see the Avaya *MPS System Reference Manual*.

See also ***dual-line referral***,

referral call timer

The system timer (reftot) that defines the time allotted for a dual-line referral. The default is 6 minutes. When reftot expires, PLM issues **`reftim`** to the application.

Use a PeriProducer Environment block to set reftot.

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***total call timer***.

See also ***dual-line referral***, ***PeriProducer***, ***PLM***, MPS condition man page **`reftim`**, command man page **`plm reftot`**.

relational database

A database organized such that you can access information based on relationships between data items.

PeriProducer supports access and manipulation of relational databases through the SQL block. You can also use PeriSQL to construct SQL commands to query the database.

See also ***database***, ***PeriProducer***, ***PeriSQL***, ***SQL***.

Relational Database Management System

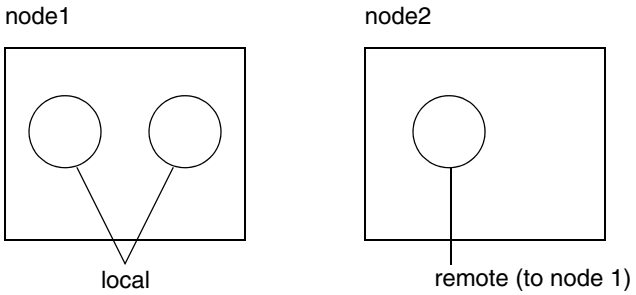
See ***RDBMS***.

Release Link Trunk

See ***RLT***.

remote

Refers to processes or data structures on a different node.



Contrast with ***local***.

See also ***node***.

Remote Voice Memory Manager

See ***RVMM***.

resource card

The Avaya MPS hardware that implements shared resources. Shared resources either require their own card (for example, FPLC, for fax functions) or a module on the card.

Contrast with ***line card***.

See also ***shared resources***, ***FPLC***, ***module***.

resource error timer

A resource response timer. The resource error timer specifies the interval allotted for a resource to respond to an inquiry from an application.

If the resource does not respond within the resource error interval, VENGINE generates **`ertimeout`**. The resource error interval must be longer than the resource intermediate interval.

The resource error interval is determined by the rscertime environment variable. This timer is disabled by default.

For additional information, see *Avaya MPS PeriProducer User s Guide*, and the **`ertimeout`** man page.

Contrast with ***host enquiry/response timer***.

See also ***shared resources***, ***application***, ***VENGINE***.

resource intermediate timer

A resource response timer. The resource intermediate timer specifies a time interval. When this interval elapses, the system speaks the intermediate timeout message to the caller. The intention is to notify the caller that information requested from a resource is unavailable, because the resource has not yet responded to the query. Applications do not have to speak this message—the VOS software speaks it automatically when the resource intermediate timer expires.

If the resource does not respond within the resource intermediate interval, VENGINE generates **`intertimeout`**. The resource intermediate interval must be shorter than the resource error interval.

The resource error interval is determined by the rscintime environment variable. This timer is disabled by default.

For additional information, see *Avaya MPS PeriProducer User s Guide*, and the **`intertimeout condition`** man page.

Contrast with ***host intermediate timer***.

See also ***shared resources***, ***intermediate timeout message***, ***application***, ***VENGINE***, ***VOS***.

resource highway

A multichannel voice/data path between the phone line card and shared resources. All Avaya MPS systems have 4 internal highways, called `CX`, `CR` (C-pair) and `DX`, `DR` (D-pair). Each highway has 32 channels. Digital systems only use 1 span of channels in each highway.

Also known as highway.

For additional information, see the *Avaya MPS System Reference Manual*.

See also the MPS command man page **`plm package`**, ***line card***, ***shared resources***, ***span***, ***channel***, ***digital***.

RLT

Release Link Trunk. An ISDN feature that uses a DMS-250 switch to bridge a call, rather than maintaining the bridge on the Avaya MPS.

For additional information, see the *Avaya MPS Application Programming Reference Manual.*

round robin

See ***non-sequential access***.

RVMM

Remote Voice Memory Manager. The process that provides distributed audio services consisting of playing, recording and loading of VDM and provides the primary interface to the audio server. A single RVMM will service multiple Avaya MPS systems.

See also ***Avaya MPS***, ***VDM***.

S

Scalable Processor Architecture

See ***SPARC***.

scaled timers

PLM timing parameters with units of tenths of a second, whole seconds, minutes, or hours.

The precision of scaled timers is based on the specified scale rather than set at a fixed value. All scaled timers have a minimum tolerance of plus or minus 100 milliseconds. If you give the value of a scaled timer without specifying units, the units default to seconds.

For additional information, see the `plm intro` man page.

Contrast with ***fast timers***.

See also ***PLM***.

SCM

Service Connection Manager. Responsible for maintaining a service connection. A service connection is created every time an MX application attempts to acquire services from a service manager.

See also ***MX***.

screen mapper

See ***PeriMap***.

screen mode

Sending data to and receiving data from a host computer using screen images (maps).

PeriProducer supports formatted screen interaction through the ReadHost and SendHost blocks. You can create formatted screens (maps) with PeriMap.

Also known as formatted screen interaction.

For additional information about implementing formatted screen interaction, see the *Avaya MPS PeriProducer User s Guide*.

Contrast with ***message-based interaction***.

See also ***PeriProducer***, ***PeriMap***, ***host***.

SDLC Express

Synchronous Data Link Control. A data link-layer host communications protocol. By default, SDLC Express uses external clocking and sets the baud rate to zero.

Also known as point-to-point SDLC link.

See also ***host***, ***baud rate***, ***clocking***.

sequential access

1. The ability to retrieve records based on the order of an index. The current record is the position of a logical pointer into the file, and the next and previous records refer to records based on the index order.

Contrast with ***direct access***.

See also ***index***.

2. A method of accessing pooled VTs. For sequential access, the system allocates the lowest numbered available VT to the requesting application. For example, if VTs 2 and 5 are both available, COMMGR assigns VT 2 upon the next request.

Contrast with ***non-sequential access***.

See also ***VT***, ***VT pooling***, ***COMMGR***.

Service Connection Manager

See ***SCM***.

Service Resource Manager

See ***SRM***.

shared resources

Resources in a "pool" that can be shared. Applications request shared resources from a common resource pool. When the application no longer needs the resource, it returns it to the pool (that is, frees the resource).

Avaya MPS shared resources include ASR, CPD, and TTS.

For information about using shared resources in an application, see the *Avaya MPS Application Programming Reference Manual* and the *Avaya MPS PeriProducer User s Guide*. For information about configuring shared resources, see the *Avaya MPS System Configuration Reference Manual*.

See also ***PLM***, ***ASR***, ***CPD***, ***TTS***, ***line card***, ***VRP***, ***module***.

Signaling System 7

See ***SS7***.

silence detection

A system feature that allows an application to terminate a CMR message recording based on a silence interval. When the interval expires, recording terminates and the MS token is returned.

Silence detection also allows an application to strip intermediate silence greater than a specified value.

Use **`smp silthresh`** to set the energy level considered to be silence.

For additional information, see the *Avaya MPS System Configuration Reference Manual*.

See also ***application***, ***CMR***, ***MS token***, command man page **`smp silthresh`**, condition man page **`silzl`**.

Simple Network Management Protocol

See ***SNMP***.

SMP

Speech Management Process. The VOS software process responsible for many of the speech recording and playback functions in the Avaya MPS system. SMP provides the run-time services required for application programs to playback and record messages and prompts.

SMP synchronizes the line speak/record events and prepares speech resources for the system. This includes activating MultiMedia files (MMFs) for speaking and recording. SMP also keeps speech/recording-related statistics.

For additional information, see the *Avaya MPS System Configuration Reference Manual*.

See also ***VOS***, ***application***, ***PLC***, ***analog***, ***MMF*** command man page **`smp intro`**.

SNA 3270

A host communications protocol. The MPS implementation of SNA 3270 is software emulation of an IBM 3274 cluster controller.

See also ***host***.

snapshot

A view of a tree that can be displayed and manipulated in the Application Manager (APPMAN), and Activity Monitor.

For additional information, see the *Avaya MPS PeriView Reference Manual* and the *Avaya MPS PeriView Quick Start Guide*.

See also ***tree***, ***APPMAN***, ***Activity Monitor***.

SNMP

Simple Network Management Protocol. It provides a means of monitoring and controlling Avaya MPS functions and administration by sending status messages about the network and attached devices, through the use of third-party products which support the protocol.

For additional information, see the *Simple Network Management Protocol in the Avaya MPS SNMP Package User's Guide.*

soft termination

The delayed method of ending the execution of an application. When you execute a soft termination, the application terminates either after the currently processing call completes its execution cycle or when the kill timer parameter expires (whichever comes first).

Use the APPMAN Terminate/Un-Assign Lines tool to define the termination type. Use the APPMAN Configure Applications tool to configure the kill timer interval.

Contrast with ***hard termination***.

See also ***application***, ***APPMAN***, ***kill timer***.

software process

See ***process***.

SPARC

Scalable Processor Architecture. The microprocessor designed and marketed by Sun Microsystems. Most Avaya MPS systems are based on the SPARC platform.

span

A single digital connection. For domestic (T1) systems, each span can support 24 phone lines. For European (E1) systems, each span can support 30 phone lines.

For additional information, see the *Avaya MPS Telephony Configuration Reference Manual*.

See also ***digital***.

speak as

Refers to the manner an application speaks the contents of a numeric data card. The application can speak as conversational, non-conversational, date, time, money, ordinal, or percent.

See also ***application***, ***data card***, ***conversational***, ***non-conversational***, ***percent***.

Speaker Verification

A voice authentication process that provides the ability to validate a caller's identity. The identity of the speaker is verified by comparing characteristics of the voice to the existing voiceprint for the person. OSCAR resource processing provides speaker verification capabilities in support of secure speech-based transaction processing.

Speech Management Process

See ***SMP***.

Sperry Univac Universal Terminal System 400 protocol

See ***UTS 400***.

Speech Recognition

Process of recognizing one or more words (or phrases) spoken by a caller. It lets you speak a request and get information in return. OSCAR resource processing provides speech recognition capabilities in support of speech-based transaction processing.

For additional information about speech recognition (LVR) processing in an OSCAR environment, refer to the *Avaya Media Processing Server (Avaya MPS) Series OSCAR 6.0.1 Reference Guide.*

Speech Synthesis

A process by which text is converted into spoken voice output. Speech Synthesis is also known as Text-to-Speech (TTS). It lets you hear information that exist in text format. OSCAR resource processing provides speech synthesis capabilities in support of speech-based transaction processing.

For additional information about speech synthesis (TTS) processing in an OSCAR environment, refer to the *Avaya Media Processing Server (Avaya MPS) Series OSCAR 6.0.1 Reference Guide.*

SPIN

System Performance and Integrity monitor. The PeriView diagnostic tool that monitors inter-process and inter-hardware communications.

SPIN is intended for use primarily by Certified Avaya Personnel.

See also ***PeriView***, ***process***.

SQL

Structured Query Language. A standardized language for manipulating relational databases.

Use PeriSQL to examine, create, and execute SQL commands.

See also ***relational database***, ***PeriSQL***.

SRM

Service Resource Manager. A single-threaded process that resides in the GEN sub-component of the common component and provides access to OSCAR and its external resources. It will also manage line allocation for a duel-line, hunt group and fixed line referrals. This exists as a single instance on each node regardless of the number of Avaya MPS components.

See also ***Avaya MPS***, ***OSCAR***.

SRP

Startup and Recovery Process. The software process that spawns and monitors all other Avaya MPS processes.

SRP polls all other processes to ensure proper operation. SRP also restarts processes that have terminated abnormally or exhibit faulty operation.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***process***.

SS7

Signaling System 7. An out-of-band signaling system used to exchange call control information between network switching elements. SS7 messaging is implemented at the application level.

For additional information, see the *Avaya MPS Telephony Configuration Reference Manual* and the *CCSS 2000 Feature Documentation*.

See also ***application***, ***out-of-band signaling***, ***CCSS 1000/2000***.

start

Refers to executing an application. The start process initiates an application's execution cycle on lines the application has been assigned to. Use the APPMAN Assign/(Re) Start Lines tool to start applications.

Contrast with ***terminate***.

See also ***application***, ***assign***, ***APPMAN***.

Startup and Recovery Process

See ***SRP***.

STATD

VOS Statistics Daemon. A single-threaded process that resides in the GEN subcomponent of the common component and provides statistics consolidation and reporting services for the Avaya MPS components on that node. This process occurs as a single instance per node.

See also ***Avaya MPS***

static

Refers to a fixed-size MultiMedia file. When the file reaches the specified limit, it stores no more elements.

When you create a static MMF with **`mkmf`**, specify the maximum length of the file (in seconds or bytes) and the maximum number of elements allowed in the MMF. Both the data file and the index file will be static.

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***expandable***.

See also ***MMF***, ***PeriStudio***, ***element***, ***index file***, ***data file***, command man page **`utils mkmf`**.

status/exception conditions

Text strings passed, in most cases, from ASE and VOS processes to executing applications to indicate particular events. You can use PeriProducer Handle blocks to route the application based on the **status/exception** condition.

Status/exception conditions include **`conn`**, **`vrto`**, and **`error`**. You can access a detailed man page describing each condition from any command line. To access a man page, use the syntax **`conman <condition>`**, where **`<condition>`** is the particular status/exception condition. Enter **`man conman`** for a detailed description of using Avaya MPS condition man pages.

You can also access condition man pages directly through the on-line documentation by clicking any condition highlighted in blue.

For additional information, see the *Avaya MPS PeriProducer User s Guide*.

See also ***ASE***, ***VOS***, ***PeriProducer***, ***application***.

statistics

See ***application statistics*** and ***system statistics***.

Structured Query Language

See ***SQL***.

supervised referral

A method of transferring a call where the Avaya MPS monitors answer supervision signals on the line and attempts to connect the caller's referral lines only if the call is answered by the referral station.

In digital systems, supervised referral is standard for some network services. In analog systems, supervised referral requires CPD.

Contrast with ***blind referral***.

See also ***CPD***, ***digital***, ***analog***.

Synchronous Data Link Control

See ***SDLC Express***.

synchronous protocol

Host communication standards for transmitting and receiving messages based on clocking.

Avaya MPS supported synchronous protocols include Burroughs Poll/Select, SDLC Express, SNA 3270, and UTS 400.

See also ***host***, ***clocking***, ***Burroughs Poll/Select***, ***SDLC Express***, ***SNA 3270***, ***UTS 400***.

system operator

The person responsible for monitoring proper functioning of the Avaya MPS system. The primary function of the MPS system operator is to ensure smooth daily operation of the MPS system. Operators may also need to perform some maintenance tasks to ensure caller accessibility to the MPS.

Avaya MPS system operators must be familiar with telecommunications and computer equipment, their functions and associated terminology. In addition, they must be familiar with site-specific telephone systems, power systems, computer systems, and peripheral components such as terminals, modems, printers, etc.

For additional information, see the *Avaya MPS System Operator s Guide*.

See also ***PLC***, and ***analog***.

system statistics

Data related to phone line usage, span activity, and host interaction. System statistics are Avaya MPS-specific and include all statistics generated by all applications on each MPS.

System stat events are predefined by Avaya and are automatically collected and stored in binary files. System statistical reports are also predefined by Avaya and should not be modified. You can use PeriReporter to select and generate a report.

VSTAT is the process responsible for collecting system statistics. System stat events are tracked by stat event counters. Each MPS is equipped with one counter for each unique occurrence of a specified event. System statistics are collected on a per MPS basis, by each MPS VSTAT process. At regular intervals, data is collected from each MPS VSTAT process and transferred to the statistical node, where it is stored on a per MPS basis.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

Contrast with ***application statistics***.

See also ***span***, ***digital***, ***host***, ***application***, ***PeriReporter***.

T

T1

See ***digital***.

T1-1000/T1-2000

See ***TPLC***.

T1 Phone Line Card

See ***TPLC***.

talk-off

The condition where human speech is recognized as touchtone data. Since DTMF tones are in the frequency range of human speech, normal speech may contain sound fragments similar to valid DTMF frequencies.

Use the PLM guard timer to lower the probability of talk-off.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***DTMF***, ***PLM***, ***guard timers***, command man page **`plm guard.`**

Task Scheduler

The PeriView tool used to define and schedule tasks performed as either a single occurrence or on a recurrent basis.

For additional information, see the *Avaya MPS PeriView Reference Manual*.

See also ***PeriView***.

TCAD

TMS Configuration and Alarm Daemon. Provides loading, configuration and alarm functions for TMS.

See also ***TMS***.

TCP/IP

Transmission Control Protocol/Internet Protocol. A set of protocols designed to allow a variety of computers to communicate over a network.

The MPS uses VTCPD to communicate with a TCP/IP based host.

See also ***VTCPD***, ***host***.

TDD

Telecommunications Device for the Deaf. A text-based telephone terminal.

For information about the Avaya implementation of TDD, see the *Avaya MPS System Reference Manual*.

TDQ

Transient Data Queue. A file that stores data as plain ASCII text.

TDQs only support sequential access to data. When an application adds data to a TDQ, it is appended to the end of the file.

Telecommunications Device for the Deaf

See ***TDD***.

Telephony Media Server

See ***TMS***.

Telnet

The UNIX process that provides a TCP/IP communications link to remote host systems.

See also ***VOS***, ***TCP/IP***, ***host***.

Telnet VT100

See ***VT100***.

Telnet 3270

See ***TN3270***.

terminate

Refers to stopping the execution of an application. Use the APPMAN Terminate/(Un)Assign Lines tool to terminate applications. A terminated application remains assigned to a line.

Termination can be soft or hard.

Contrast with ***start***.

See also ***application***, ***APPMAN***, ***assign***, ***hard termination***, ***soft termination***.

Text To Speech

See ***TTS***.

timeout

See ***network timeout***.

TFTP

Trivial File Transfer Protocol is a simple file transfer protocol that uses UDP based file transfer protocol to transfer files between hosts on a network.

See also ***LU 6.2***, ***TCP/IP***.

timers

System utilities that start and/or stop events based on a time interval.

See also ***fast timers***, ***scaled timers***, ***host enquiry/response timer***, ***host intermediate timer***, ***resource error timer***, ***resource intermediate timer***, ***guard timers***, ***pace timers***, ***total call timer***, ***referral call timer***.

TMS

Telephony Media Server. The physical interfaces to the telephone network. The TMS includes the telephone line/resource cards, and associated hardware consisting of intelligent speech, telephone and data communications components.

TMS hardware is responsible for lower-level functions such as telephone line signalling, host communications, use of shared resources and message recording/playback. The TMS can handle analog and digital telephone interfaces separately; never at the same time.

TMS Configuration and Alarm Daemon

See ***TCAD***.

TMS Routing Interface Process

See ***TRIP***.

TN3270

Telnet 3270 is an Avaya MPS-supported host communication protocol.

Avaya Telnet 3270 software (TN3270 client) emulator for the MPS allows interaction with IBM hosts (including UNIX system computers) and a variety of TN3270 servers. The MPS TN3270 process contains the 3270 terminal emulator for the virtual terminals (VTs). For each VT, the MPS TN3270 process will provide a Telnet process that establishes a Telnet connection with the IBM host system.

Also known as Telnet 3270.

See also ***host***, ***Telnet***, ***VT***, ***process***.

token

See ***MS token***.

tool tips

Messages that appear in the left corner of several PeriView tools. These messages identify the tool currently under the mouse pointer.

See also ***PeriView tools***.

topology

The geometric configuration, whether physical or electrical, of a local communication network. The most common system topologies are the bus, where all devices branch off of a central cable; the ring, where all devices are connected consecutively in a loop; and the star, in which all components are connected to a central hub.

total call timer

The system timer (total) that defines the total time allotted for a call, *including referrals*. The default is 10 minutes. When total expires, PLM issues **`calltim`** to the application. Use a PeriProducer Environment block to set total.

The application does not receive **`calltim`** if it is in referral when the total call timer expires.

For additional information, see the *Avaya MPS System Reference Manual*.

Contrast with ***referral call timer***.

See also ***PLM***, ***PeriProducer***, ***application***, MPS condition man page **`calltim`**, MPS command man page **`plm total.`**

touchtone

The audible, continuous signals generated by pushing a button on a telephone keypad. The signal is actually made up of two tones.

Also known as DTMF tone.

TPLC

T1 Phone Line Controller/Card. PLC (both hardware and software) for digital telephone line interfaces. One TPLC supports two spans.

Specific T1 hardware includes T1-1000 and T1-2000.

Contrast with ***VPLC***.

See also ***PLC***, ***span***, ***digital***.

Transient Data Queue

See ***TDQ***.

tree

The graphical representation of the Avaya MPS network in the PeriView Launcher or the Application Manager.

For additional information, see the *Avaya MPS PeriView Reference Manual* or the *Avaya MPS PeriView Quick Start Guide*.

See also ***PeriView***, ***APPMAN***.

tree tips

Messages that appear in the left corner of several PeriView tools. These messages identify the type of expansion indicated by the current position of the mouse pointer.

See also ***PeriView tools***.

TRIP

TMS Routing Interface Process. Provides the IP and port number of the TMS connected to a VOS. The calling process must identify the particular port on the TMS that they are interested in.

See also ***TMS***, ***VOS***.

TTS

Text To Speech. The Avaya MPS shared resource that allows an application to speak a text string to a caller without using a recorded vocabulary. Use a PeriProducer Speak block to send the text string from an application; the caller hears the converted speech.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***Speech Synthesis***.

See also ***shared resources***, ***application***, ***VRP***, ***PeriProducer***, ***line card***, ***VRP***.

type-ahead

See ***key-ahead***.

U

u-law

The data compression scheme used by Avaya MPS systems with a digital interface.

U-law is the CCITT standard for 8-bit PCM digital signals used in the U.S., Canada, and Japan. This format offers superior fidelity and dynamic range. When processed, the 8-bit encoded signal is expanded to 14 bits. This results in a data rate of 64K bits/second.

For additional information, see the *Avaya MPS PeriStudio User s Guide*.

Contrast with ***ADPCM***, ***a-law***.

See also ***digital***.

unassign

To remove the association between an application and a phone line. Use the APPMAN Terminate/Unassign Lines tool to unassign applications.

For information about APPMAN, see the *Avaya MPS PeriView Reference Manual*.

Contrast with ***assign***.

See also ***application***, ***APPMAN***.

Uniscope

See ***UTS 400***.

Unisys Burroughs Multipoint protocol

An Avaya MPS supported host communication protocol.

The Avaya MPS uses synchronous RS232 ports to interface to a Burroughs system. A single RS232 port from the comm. processor is used to emulate a group of up to 64 concatenated terminals.

Also known as Unisys Burroughs Poll/Select.

See also ***host***, ***comm. processor***.

Unisys Burroughs Poll/ Select

See ***Unisys Burroughs Multipoint protocol***.

UNIX-based protocols

Host communications protocols ATTE/Telnet, TN3270/MPS TN3270, and LU 6.2.

See also ***host***, ***ATTE***, ***TN3270***, ***LU 6.2***.

UNIX node

A physical workstation in the Avaya MPS network.

Each node is made up of SPARC hardware and SPARC and MPS software. A UNIX node can be configured as an MPS; multiple MPSs can be configured on a single UNIX node.

For additional information, see the *Avaya MPS PeriView Reference Manual* and the *Avaya MPS System Reference Manual*.

See also ***PLC***, ***analog***, and ***SPARC***.

UTIMER

The VOS software process that provides timing services for all the VOS processes.

See also ***VOS***, ***process***.

UTS 400

Universal Terminal System 400 Interface. An Avaya MPS supported host communications protocol.

The Avaya MPS uses a separate comm. processor to communicate with a Univac host system. The software loaded into the comm. processor provides all of the necessary logic for emulation of a UTS 4040 Cluster Controller supporting the UTS 400 protocol. Up to four comm. processors can be installed in an Avaya MPS system, each operating independently and capable of supporting separate protocols.

Also known as Sperry Univac Universal Terminal System 400 protocol and Uniscope protocol.

See also ***host***, ***comm. processor***.

V

Variable Resource Chassis

See ***VRC***.

VAMP

Voice Application Management Process. It provides an interface between PeriProducer voice applications and the VOS sub-system. It also communicates directly with ccm, commgr, confmgr and pmgr to provide access to their services (phone, host, etc).

See also ***ASE***, ***process***, ***UNIX node***, ***VENGINE***.

VDM

Voice Data Memory. It contains all applicable audio data needed by applications running on the system and loaded into memory by the TMS. Storage area designated for storing the audio data (`.mmd` files) for speech elements. If VDM is limited, only load the most frequently spoken elements in VDM. The Avaya MPS will page the remaining elements from disk. The element name data (`.mmi` file) is stored in system memory.

Configured by VMM.

VDM is located on the VMDI card.

See the *Avaya MPS PeriStudio User s Guide* for information about loading specific elements.

See also ***data file***, ***index file***, ***element***, ***MMF***, ***paging***, ***VMDI***, ***VMM***, ***TMS***, ***VMM***, command man page **`smp loadall.`**

Contrast with ***DBAP***, ***NBAP***.

VEMUL

A software service that attaches to VMST and then accepts messages from the console, the command, line, or a file and redirects them to the proper application or service.

When you run an application in simulated mode, PeriProducer invokes VEMUL. VEMUL captures all the interactive replies to the application in a history buffer using the VEMUL script language. Use this script to test and debug applications.

VEMUL is for testing and debugging. Do not use call simulation on a system handling live calls

For information about testing and debugging applications, see the *Avaya MPS PeriProducer User s Guide*.

See also ***application***, ***PeriProducer***, ***PeriGEM***, ***VMST***.

VENGINE

The ASE software process responsible for the execution of each occurrence of an application (call processing or administrative) assigned to an Avaya MPS line.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***ASE***, ***call processing application***, ***administrative application***, ***assign***.

VENGINE Message Server

See ***VMST***.

VENGINE Message Translator

See ***VMT***.

viewer

See ***Alarm Viewer***.

Virtual Terminal

See ***VT***.

VMDI

Voice Memory Disk Interface. Hardware and software that improves paging performance. VMDI off-loads certain speech management functions and the associated processing from the system processor.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***paging***.

VMM

Voice Memory Manager. A multi-threaded process that resides in the VOS subcomponent of the Avaya MPS component and provides media management services for the VOS.

See also ***Avaya MPS***, ***VOS***.

VMST

VENGINE Message Server - Extended. The ASE software process that funnels VOS messages that have been translated by VMT to ASE processes. VMST is an Avaya MPS-specific process; one instance is required for each MPS defined on a UNIX node.

VMST also provides ethernet connectivity between MPSs.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***VENGINE***, ***ASE***, ***VOS***, ***VMT***, ***UNIX node***.

VMT

VENGINE Message Translator. The VOS process that translates messages from all VOS processes and forwards them to ASE processes through VMST.

See also ***VENGINE***, ***VOS***, ***ASE***, ***VMST***, ***process***.

vocabulary element

An individual message in an MMF.

See also ***MMF***.

vocabulary file

See ***playback MMF***.

Voice Data Memory

See ***VDM***.

Voice Memory Disk Interface

See ***VMDI***.

Voice Memory Manager

See ***VMM***.

Voice Message Server

See ***VMST***.

Voice Operating Software

See ***VOS***.

VOIP

Voice Over Internet Protocol enables speech processing on the Avaya MPS network, supporting both speech recognition (large vocabulary resources) and speech synthesis or Text-to-Speech (TTS).

Voice Phone Line Card

See ***VPLC***.

Voice Processing Controller

See ***VPC***.

Voice Recognition Platform

See ***VRP***.

voice response application

See ***application***.

Voice Response Unit

See ***VRU***.

VOS

Voice Operating Software. The group of main system software functions required to run the Avaya MPS system. VOS processes are MPS-specific. That is, one instance of this process group is required for each MPS defined on a UNIX node.

VOS processes include ALARMD, CLP, COMMGR, CONOUT, CPSIO, PLM, SMP, UTIMER, VMT, VSTAT, and ECD.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***ALARMD***, ***CLP***, ***COMMGR***, ***CONOUT***, ***PLM***, ***SMP***, ***UTIMER***, ***VMT***, ***ECD***, ***UNIX node***, ***process***.

VOS Statistics Daemon

See ***STATD***.

VPC

Voice Processing Controller. The hardware that manages the voice processing bus and associated components. It also moves voice data (that is, recorded vocabulary elements) from voice data memory into the line cards for speech output. The VPC also controls the reverse process called Caller Message Recording (CMR). The VPC moves control and status information between the line card and PLM.

See also ***CMR***, ***PLM***, ***vocabulary element***, ***VDM***, ***line card***.

VPLC

Voice Phone Line Controller/Card. PLC (both hardware and software) for analog telephone line interfaces.

Contrast with ***TPLC***.

See also ***PLC*** and ***analog***.

VRC

Variable Resource Chassis. A versatile chassis assembly that is used in several Avaya product lines. The VRC has four front and two rear plug-in slots.

The VRC contains:
- Up to four TMS assemblies
- One or two application process boards
- Two Network Interface Controllers (NICs) or one Hub-NIC
- Up to six power supplies, one for each populated shot
- Two available drive bays
- Either a single Hub-NIC or two NICs will be present per VRC, but not both.

See also ***TMS***.

VRP

Voice Recognition Platform. The resource card necessary for the Text-To-Speech (TTS) and Automatic Speech Recognition (ASR) shared resources.

A single VRP must be dedicated to one function (ASR or TTS). To use ASR and TTS in the same system, an Avaya MPS can have one VRP performing TTS and another VRP performing ASR.

For additional information, see the *Avaya MPS System Reference Manual*.

See also ***TTS***, ***ASR***, ***shared resources***, ***resource card***.

VRU

Voice Response Unit. The hardware and software that enables phone lines to interact with applications to answer calls.

See ***See also PLC and analog.***, ***IVR***.

VSH tool

The PeriView tool used to access an MPS shell. Use the VSH tool to issue commands and send messages to active VOS processes. You can start an MPS shell for each Avaya MPS in the network.

For additional information, see the *Avaya MPS PeriView Reference Manual* or the *MPS PeriView Quick Start Guide*.

See also ***PeriView***, ***VOS***, command man page **`vsh`**.

VT

Virtual Terminal. Software and memory resources within the MPS that are allocated to (that is, associated with) application telephone lines either on a permanent or as-needed (that is, pooled) basis to emulate the functions of a terminal operator.

See also ***application***, ***VT pooling***.

VTCPD

The **VPS Transmission Control Protocol Daemon** is the software process that facilitates communication between Avaya application programs and one or more external hosts through TCP/IP or UDP (User Datagram Protocol) connections. Each instance of VTCPD can support a single message format.

For information about configuring the Avaya MPS for VTCPD, see the *Avaya MPS System Reference Manual*. For information about programming applications to use VTCPD, see the *Avaya MPS Application Programming Reference Manual*.

See also ***process***, ***application***, ***host***, ***TCP/IP***.

VT assignments

Host-phone line mapping. By default, each phone line is assigned its own VT if the host is not a pooled host and no VT assignment commands were issued. Use the **`commgr assignvt`** command to change the mapping.

See also ***host***, ***pooled host***, ***VT***, MPS command man page **`commgr assignvt.`**

VT pooling

Dynamic allocation of VTs to Avaya MPS application lines.

In VT pooling, a user-determined number of VTs are assigned to a group called a VT pool. Generally, the pool is made up of a set of VTs running a common application on the host computer. The pool is shared by multiple application lines, and typically the number of lines is greater than or equal to the number of VTs in the pool.

When an application line requires host access (that is, requires a VT), the application requests allocation of a VT from the pool. This is done dynamically. When the VT is no longer required, the VT is freed by the application and returned to the pool. If one of the VTs in the pool is down, COMMGR can allocate a different VT from the pool, if one is available.

VTs from different hosts can be configured into the same VT pool and multiple pools can be defined. However, no single host VT may be in more than one pool.

See also ***VT***, ***application***, ***COMMGR***, ***host***, ***sequential access***, ***non-sequential access***.

VT100

A standard type of host terminal. The Avaya MPS supports connection to VT100 hosts with the ATTE protocol.

See also ***host***, ***ATTE***.

W

water mark

See ***high water mark***, ***low water mark***.

Wink Start

A family of protocols that uses a handshake mechanism for accepting calls or originating calls.

Wink start protocols are derived from the original AT&T specification 41458. The Avaya MPS supports the following wink start protocols:

- AT&T (Bell Specs)
- Avaya
- DNIS

X

X.25

A packet-driven host communication protocol.

X.25 does not support multiple parameters in a single command line—you can only issue one command at a time.

See also ***host***.

Y

yes/no The ASR word set that can interpret the English words, yes and no.

See also ***ASR***.

Z

ZAP

Zero Administration for Prompts. An automated MultiMedia File synchronization facility which provides a means of administering updates to, and maintaining consistency between, all activated instances of an MMF which reside on different nodes on a network.

See also ***MMF***.

For additional information, see the *Avaya MPS System Operator s Guide*.

Zero Administration for Prompts

See ***ZAP***.

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